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December 8, 2016

Via Electronic Filing

Rosemary Chiavetta, Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Petition of NRG Energy, Inc. for Implementation of Electric Generation Supplier
Consolidated Billing, Docket No. P-2016-

Dear Secretary Chiavetta:

Enclosed for electronic filing please find NRG Energy Inc.'s Petition for Implementation of Electric Generation Supplier Consolidated Billing. Please note that NRG Energy, Inc. requests publication in the *Pennsylvania Bulletin* of the Petition on December 24, 2016. Copies to be served in accordance with the attached Certificate of Service.

Sincerely,



Karen O. Moury

KOM/lww
Enclosure

cc: Cert. of Service w/enc.

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of NRG Energy's Petition for Implementation of Electric Generation Supplier Consolidated Billing upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

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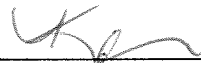
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Karen O. Moury, Esq.

Dated: December 8, 2016

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Petition of NRG Energy, Inc. for	:	
Implementation of Electric Generation	:	Docket No. P-2016-_____
Supplier Consolidated Billing	:	

**PETITION OF NRG ENERGY, INC.
FOR IMPLEMENTATION OF
ELECTRIC GENERATION SUPPLIER CONSOLIDATED BILLING**

Pursuant to Sections 501 and 2802 of the Public Utility Code (“Code”), 66 Pa. C.S. §§ 501 and 2802, and Section 5.41 of the regulations of the Pennsylvania Public Utility Commission (“Commission”), 52 Pa. Code § 5.41, NRG Energy, Inc. (“NRG” or “Company”) respectfully requests that the Commission issue an Order implementing Supplier Consolidated Billing (“SCB”) as a billing option that is available to customers of electric generation suppliers (“EGSs”) by the second quarter of 2018. Implementation of SCB by the Commission would enable EGSs to directly bill their supply customers for the generation services they provide, while allowing customers to continue enjoying the convenience of receiving one electric bill that includes both the EGS’s competitive supply charges and the electric distribution company’s (“EDC”) tariffed delivery charges. In addition, EGSs would be able to offer customers the opportunity to receive a suite of value-added services, such as home security, HVAC maintenance and surge protection, with the charges for all services consolidated on a single bill.

If implemented, SCB would become another billing option from which customers could choose, along with utility consolidated billing (“UCB”) and dual billing, in Pennsylvania’s retail

electric market.¹ Importantly, adoption of NRG's proposal would preserve all protections currently enjoyed by retail consumers and would obligate EGSs offering SCB to meet more stringent financial requirements than are necessary to maintain EGS licenses and to demonstrate a technical ability to perform billing and related functions.

Although the Commission has expressly recognized the importance of SCB to the continued growth of the electric retail market and confirmed its legal authority to implement SCB, it has previously declined to move forward due to other pressing matters, which have since been fully addressed. By facilitating the ability of EGSs to directly bill their customers for the services they furnish, the Commission would be affording EGSs an opportunity to forge long-term relationships with their customers and improve their proficiency to deliver new and innovative product offerings that are tailored to meet the unique needs of those customers.

Pennsylvania's retail electric consumers would benefit from SCB. Customers would gain access to more innovative products and services, including the enhanced ability to utilize tools that enable them to budget their energy dollars more effectively. With SCB, EGSs would have the ability to offer payment plans such as pre-pay and flat bill that allow customers to decide how much they want to spend on electricity and manage their energy usage accordingly – options that are currently unavailable.² Customers would also be able to receive valuable information about their energy usage through state of the art billing systems used by EGSs, as well as more customer friendly bills that are simpler and easier to understand. Enabling a direct

¹ Currently, UCB is the most widely utilized billing method, under which EDCs bill customers for their own tariffed delivery charges and the EGS's competitive supply charges. Dual billing involves the issuance of a bill by the EDC for its delivery charges and the issuance of a separate bill by the EGS for its supply charges.

² This is especially true of pre-pay billing, which EGSs simply cannot offer under the current UCB or dual bill billing options. While some EGSs are offering flat bill products, these products are not true flat bill options, as EGS can only offer flat billing for their own supply services. With SCB, EGSs would be able to offer a true flat bill that includes both EGS and EDC charges – something that is not possible absent SCB.

relationship between EGSs and their customers would enhance the overall shopping experience and customer satisfaction would be greatly improved.³

The concept of SCB is not new. Indeed, it was originally endorsed by the Commission in 1998 when several EDCs agreed to “competitive billing” as part of their restructuring settlements. At that time, no incremental costs associated with implementing SCB were identified and the industry’s focus was on ensuring that the necessary electronic data interchange (“EDI”) transactions were developed.⁴ A significant amount of work has already been done by the Electronic Data Exchange Working Group (“EDEWG”) to implement SCB. When that work is combined with EDI protocols that have been previously developed to facilitate SCB in Texas (which based its protocols on those adopted in the PJM states), a solid roadmap exists to forge ahead with this initiative that would move Pennsylvania toward the fully functioning, robust competitive retail electric market that has been envisioned since 1996.

I. INTRODUCTION AND BACKGROUND

A. The Commission is committed to ensuring that a properly functioning and workable competitive retail electricity market exists in Pennsylvania.

1. In launching an investigation of Pennsylvania’s retail electricity market in April 2011 (“Electric RMI”), the Commission observed that in 1996 the Commonwealth emerged as a national leader in electricity policy when the Electricity Generation Customer Choice and Competition Act (“Competition Act”)⁵ was enacted.⁶ The stated purpose of the Electric RMI was to ensure that a properly functioning and workable competitive retail electricity market

³ For instance, SCB enables retail electric customers to realize the full value of advanced metering infrastructure (“AMI”) and they would have more information available in making purchasing decisions.

⁴ EDI transactions allow for the transfer and exchange of electronic data relating to customer information between the EDC and EGS computer systems by standard message formatting without the need for human intervention. *See Standards for Electronic Data Transfer and Exchange between Electric Distribution Companies and Electric Generation Suppliers*, Docket No. M-00960890, F.0015 (Order entered October 15, 1999).

⁵ 66 Pa. C.S. Ch. 28.

⁶ *Investigation of Pennsylvania’s Retail Electricity Market*, Docket No. I-2011-2237952 (Order entered April 29, 2011) (“RMI Launch Order”).

exists in the Commonwealth. In the *RMI Launch Order*, the Commission expressed its continued commitment to the General Assembly's goals in passing the Competition Act and noted that "one of the great challenges for regulators is remaining fully informed and current with the industries and markets" under its oversight.⁷ The Commission specifically sought to "explore what changes need to be made to allow customers to best realize the benefits of competition," emphasizing the importance of customers having the ability to choose electricity products and services tailored to their individual needs.⁸

2. After a review of the comments filed in response to the *RMI Launch Order*, the Commission issued the *RMI Launch Order II*, concluding that "the current paradigm contains both structural and operational impediments to a fully functioning, robust competitive retail marketplace."⁹ The Commission, therefore, found that it "must examine changes to Pennsylvania's retail electric market in order to improve the competitive landscape."¹⁰

3. In the *RMI Launch Order II*, the Commission directed the Office of Competitive Market Oversight ("OCMO") to produce two work plans: one for intermediate steps involving changes to the existing market model and a second for the long range steps involving structural changes to the default service model. SCB was addressed in the second work plan involving structural changes to the default service model, which was referred to by the Commission during the Electric RMI as "End State of Default Service."¹¹

⁷ *Id.* at 2.

⁸ *Id.*

⁹ *Investigation of Pennsylvania's Retail Electricity Market*, Docket No. I-2011-2237952 (Order entered July 28, 2011) ("*RMI Launch Order I*"), at 4.

¹⁰ *Id.*

¹¹ A Tentative Order was entered on November 8, 2012 ("*End State Tentative Order*") and a Final Order was entered on February 15, 2013 ("*End State Final Order*") at Docket No. I-2011-2237952.

- B. The Commission has found that SCB plays an important role in developing a vibrant, competitive market.

4. In the *End State Tentative Order*, the Commission noted its belief “that SCB should be made available as a billing option as part of a vibrant, competitive market.”¹² Specifically, the Commission agreed “that SCB can help EGSs establish a more robust, familiar relationship with a customer.”¹³ The Commission correctly observed that “[r]emoving the utility from the billing function and presenting the customer with a single bill from the supplier will help establish the supplier’s identity with the customer.”¹⁴ The Commission also recognized the importance of eliminating the “link” between the EDC and the customer that has been identified as a barrier to developing a fully competitive market. To that end, the Commission proposed that by July 1, 2013, “OCMO will provide a recommendation to the Commission as to how to proceed with making SCB available as a billing option for EGSs and third parties.”¹⁵

5. After a review of comments, the Commission embarked upon a series of initiatives in the *End State Final Order* that it hoped would “create a structure where the market drives prices charged by EGSs, where EGSs expand their investment in Pennsylvania due to certainty and a more level playing field, and where consumers enjoy competitive prices and a wide variety of innovative product offerings.”¹⁶ In this manner, the Commission expected “Pennsylvania to achieve and sustain the robust competitive market that was envisioned in 1996 by the General Assembly.”¹⁷

6. The Commission specifically identified the inability of EGSs to issue consolidated bills to customers as a factor making “the relationship between the EGS and the

¹² *End State Tentative Order* at 27.

¹³ *Id.*

¹⁴ *Id.*

¹⁵ *Id.* at 28.

¹⁶ *End State Final Order* at 15.

¹⁷ *Id.*

customer tenuous at best.”¹⁸ Recognizing that this “dynamic can result in customer confusion and hesitancy among EGSs to invest more resources in the Commonwealth,” the Commission concluded that customer confusion and reluctance by EGSs to invest in the market “most certainly does not foster a robust and vibrant competitive market in Pennsylvania, as envisioned by the Legislature.”¹⁹

C. The Commission deferred implementation of SCB to focus on other priorities.

7. While the Commission continued to express the view in the *End State Final Order* that “SCB will facilitate the offering of innovative new products and services and will also help the supplier in establishing a brand identity with the customer,” it refrained from moving forward with SCB implementation at that time.²⁰ The Commission’s rationale was the need for “extensive work and expense by many entities,” “especially given the multitude of other, more critical, changes” being mandated in the near-term.²¹ Notably, the Commission concluded that “none of these concerns present an insurmountable obstacle to making SCB available.”²²

8. Instead of moving forward with SCB, the Commission directed OCMO to explore the possibility of making the EDC consolidated bill “more supplier-oriented.”²³ Noting that the EDC consolidated bill relegates the EGS information to a few lines, the Commission observed that “[t]his is an especially incongruent result for many customers whose supplier generation charges actually exceed the utility’s distribution charges.”²⁴ Therefore, the Commission sought to make the EGS’s charges and information more prominent, envisioning an end-result that

¹⁸ *Id.* at 12.

¹⁹ *Id.*

²⁰ *Id.* at 66-67.

²¹ *Id.*

²² *Id.* at 63-64.

²³ *Id.* at 67.

²⁴ *Id.*

“would look more like a joint EDC-EGS bill.”²⁵ The Commission directed OCMO to submit its recommendations by the end of 2013.

9. This Commission directive resulted in the implementation of joint bills pursuant to the order in *Joint Electric Distribution Company-Electric Generation Supplier Bill*, Docket No. M-2014-2401345 (Order entered May 23, 2014) (“*Joint Bill Order*”). While the joint bill is commendable as an educational tool, having a logo and a line item on the bill has not enabled EGSs to forge long-term relationships or engage in more effective communications with their customers or to develop product offerings designed to fulfill the specific needs of their customers. This initiative also has not had the desired effect of moving Pennsylvania toward a more robust and vibrant competitive market.

D. The concept of EGSs issuing consolidated bills dates back to 1998.

10. The concept of EGSs having the ability to issue consolidated bills to customers, containing their charges and those of the EDCs, is not new. In 1998, several EDCs agreed as part of their restructuring settlements to implement “competitive billing” options, which would have permitted EGSs to issue consolidated bills to their retail customers, with those bills containing both the EDC and EGS charges, by January 1, 1999.²⁶ Notably, numerous parties including the Office of Consumer Advocate, the Office of Small Business Advocate and the Commission’s Bureau of Investigation and Enforcement (then the Office of Trial Staff), also agreed to these provisions in 1998.²⁷ Although the restructuring settlements were approved

²⁵ *Id.*

²⁶ See, e.g., *Standards for Electronic Data Transfer and Exchange Between Electric Distribution Companies and Electric Generation Suppliers*, Docket No. M-00960890, F.0015 (Order entered April 14, 2000) (Order references the various restructuring settlement agreements providing for competitive billing services). Indeed, PECO Energy Company’s supplier tariff contains provisions addressing SCB. Pa. P.U.C. No. 1S, Page Nos. 97-101. Although these provisions represent a starting point for full SCB implementation, it is necessary due to the passage of time to revisit and update the language, while also standardizing the process throughout Pennsylvania.

²⁷ See, e.g., *Application of PECO Energy Company for Approval of its Restructuring Plan*, Docket No. R-00973953 (Joint Petition for Full Settlement of PECO Energy’s Proposed Restructuring Plan filed April 29, 1998). Other

without modification by the Commission and several orders were adopted by the Commission approving EDI transactions, SCB was not fully implemented.

11. When rate caps began expiring in 2009 and the retail market rebounded after its challenges in the early 2000s, EGSs expressed a renewed interest in SCB. As a result, in April 2010, EDEWG convened to discuss SCB in the context of EDI requirements. EDEWG issued a report in September 2010 announcing consensus resolutions on various issues and seeking guidance from the Commission in resolving policy questions.²⁸ Although those issues were discussed by OCMO and stakeholders during 2010, the policy questions remain unanswered by the Commission.²⁹ During the March 24, 2011 CHARGE call,³⁰ OCMO reported that the Commission's preference was for an interested party or parties to file a formal Petition to move forward with SCB.³¹ Thus, the filing of this Petition by NRG is the appropriate vehicle to now advance SCB implementation.

E. Although the Commission has implemented numerous enhancements to the retail market, shopping has remained stagnant over the past five years.

12. Despite the various enhancements implemented pursuant to the Commission's Electric RMI,³² many of which have improved various features of the market, retail electric competition has remained stagnant. Over five years ago, the Commission noted that nearly two-

parties that supported these settlements included industrial user coalitions, environmental groups and senior citizen organizations.

²⁸ http://www.puc.pa.gov/electric/pdf/OCMO/SCB_EDEWG.pdf. This report is also attached to this Petition as Appendix B. In addition, OCMO included a list of EDEWG's policy questions with the agenda for the September 30, 2010 CHARGE call, which is available here:

http://www.puc.pa.gov/electric/pdf/OCMO/CHARGE_Issues093010.pdf

²⁹ http://www.puc.pa.gov/electric/pdf/OCMO/CHARGE_Recap102810.pdf

³⁰ CHARGE is the acronym for a working group named "Committee Handling Activities for Retail Growth in Electricity" that was formed by the Commission to informally resolve issues arising in the retail electric market.

³¹ http://www.puc.pa.gov/electric/pdf/OCMO/CHARGE_Recap032411.pdf. Notwithstanding the Commission's preference for the filing of a Petition, SCB was considered during the electric RMI, as noted above, due to the importance of this initiative to the development of a fully functioning competitive retail market.

³² For instance, great strides have been made to accelerate the switching process and to permit customers to enroll with an EGS when initially signing up for electric service and to stay with their selected EGS when moving to a new location. See *Final-Omitted Rulemaking Order Regarding Standards for Changing a Customer's EGS*, Docket No. L-2014-2409383 (Order entered April 3, 2014); *RMI End State Final Order* at 69-75 and 112.

thirds of consumers were not participating in the retail market. Based on these shopping statistics, the Commission found that consumers were not moving into the retail market at a pace that would be expected in a well-functioning market.³³ The shopping statistics are nearly the same today.³⁴

13. Additionally, over five years ago, the Commission observed that several innovative products were being offered to retail customers in Texas, including prepaid energy plans and customer access to real-time energy consumption information to enable usage control, which were not available to retail customers in Pennsylvania.³⁵ This situation continues to persist today.

14. Although the changes that the Commission has made as part of the Electric RMI have improved the overall functioning of the market, these enhancements have not materially moved the needle in terms of the number of retail electric customers who are shopping for their supply. As the Commission found five years ago, it should again today reach “the inescapable conclusion that Pennsylvania’s current retail market requires changes in order to bring about the robust competitive market envisioned by the General Assembly” when it passed the Competition Act.³⁶

F. This Petition offers a workable plan for moving forward with SCB.

15. Through this Petition, NRG sets forth a workable plan for the Commission to implement changes that will reinforce Pennsylvania’s status as a national leader in energy policy, encourage EGS investment in Pennsylvania and produce an environment in which consumers have greater access to competitive prices and a wider array of innovative product offerings.

³³ *Electric RMI Launch Order II* at 6.

³⁴ <http://www.papowerswitch.com/sites/default/files/PAPowerSwitch-Stats.pdf> (November 2016 shopping report).

³⁵ *Electric RMI Launch Order II* at 7.

³⁶ *Id.*

Particularly in the absence, currently, of any movement toward removing the EDCs from the default service role, the implementation of game-changing SCB is the next natural and necessary step toward creating a vibrant competitive electric market for Pennsylvania's retail customers. This Petition contemplates the following steps that must be accomplished prior to the implementation of SCB in Pennsylvania:

- Publication of Petition in *Pennsylvania Bulletin* on December 24, 2016, soliciting comments by January 23, 2017 and reply comments by February 22, 2017;
- Issuance of an Order by the Commission on June 15, 2017 announcing that SCB should be available as an option for EGS customers in all EDC territories by the second quarter of 2018; setting forth policy guidance on the questions previously posed by EDEWG; addressing various operational issues impacting SCB, directing the development of necessary EDI protocols; and forming a SCB Stakeholder Work Group led by OCMO;
- Submission of a Report by the SCB Stakeholder Work Group by September 30, 2017 which: (i) develops model supplier tariff language; (ii) develops a model agreement between EGSs and EDCs relating to SCB; (iii) identifies Commission regulations that may be impacted by SCB and proposes revisions, waivers and interim guidelines that may be necessary; (iv) recommends the additional financial security and technical requirements that should be imposed on EGSs offering SCB; (v) determines how to handle LIHEAP credits; (vi) addresses consumer education; (vii) describes the components of each EDC's compliance filing; and 8) establishes a certification and compliance process for EGSs offering SCB;
- Submission of EDI protocols by EDEWG by September 30, 2017;
- Issuance of Implementation Order by December 31, 2017, which approves or otherwise resolves all issues addressed by the SCB Stakeholder Work Group Report, approves with or without modifications the EDI protocols submitted by EDEWG, and directs the filing of compliance plans by the EDCs by January 31, 2018;
- Approval of EDCs' compliance filings by March 31, 2018; and
- Implementation during second quarter of 2018.

16. NRG's proposed plan for implementing SCB does not contemplate evidentiary hearings because no material issues of fact are presented by this Petition, and any disputes of

NRG's factual assertions may be adequately addressed through comments and a stakeholder process.³⁷ The decisions that the Commission must make in order to proceed with SCB implementation are legal and policy in nature and of the type that the Commission has frequently addressed through comments and a stakeholder process. These issues include the expected level of any implementation costs and cost recovery methods, which have been routinely addressed through comments, orders and compliance filings without any hearings.³⁸

17. Any requests for hearings would be merely intended to delay SCB implementation, which the Commission should not condone. To the extent, however, that the Commission determines that in-person hearings are required, NRG respectfully requests that the Commission direct that they be scheduled on an expedited basis so as to preserve the proposed timeframe set forth herein and further requests that the Commission narrow the scope of any hearings by specifying the particular material issues of fact that should be addressed.

18. Through the discussion below, NRG describes: (i) its operations and its participation in the electric retail market in Pennsylvania; (ii) its proposal for how SCB would be designed and implemented in a manner that preserves existing consumer protections; (iii) the

³⁷ See *Diamond Energy Inc. v. Pa. PUC*, 653 A.2d 1360, 1367 (Pa. Cmwlth. 1995) ("While oral proceedings may be necessary for determinations likely to turn on witness credibility, written submissions may be adequate when economic or statistical questions are at issue"); *Petition of Philadelphia Gas Works for Approval of Demand-Side Management Plan*, Docket No. P-2014-2459362 (Order entered November 1, 2016) at 29-32 (an opportunity to comment before approval by the Commission satisfies due process requirements). Although NRG is attaching a Verification to this Petition, its purpose is to verify the various factual assertions made throughout the Petition regarding the Company's business and participation in the retail market; the status of the retail market; a description of SCB; customer benefits that may flow from SCB; barriers of UCB; and the work that has already been done in Pennsylvania and elsewhere to develop EDI protocols. None of those assertions, even if they are disputed by commenters, raise issues of material fact requiring evidentiary hearings in order to proceed with SCB.

³⁸ See, e.g., *EDC Customer Account Number Access Mechanism for EGSs*, Docket No. M-2013-2355751 (Order entered July 17, 2013); *Smart Meter Procurement and Installation*, Dockets No. M-2009-2092655, (Order entered June 24, 2009); *Web Portal Working Group's Solution Framework for Historical Interval Usage and Billing Quality Interval Use*, Docket No. M-2009-2092655 (Order entered September 3, 2015); *Joint Electric Distribution Company-Electric Generation Supplier Bill*, Docket No. M-2014-2401345 (Order entered May 23, 2014); *Duquesne Light Company Plan for Seamless Moves and Instant Connects*, Docket No. M-2014-2401127 (Order entered September 3, 2015); *Policies to Mitigate Potential Electricity Price Increases*, Docket No. M-00061957 (Order entered May 17, 2007) (consumer education plans developed through comments and stakeholder process); *Interim Guidelines for Eligible Customer Lists*, Docket No. M-2010-2183412 (Order entered October 23, 2014).

legal authority for the Commission to direct the implementation of SCB as an option that is available to EGSs and their consumers; (iv) the customer benefits of SCB; (v) the barriers created by the existing UCB model; (vi) the background work done to date to implement SCB; and (vii) a proposed plan of action for the Commission to follow.

II. DISCUSSION

A. Company Operations and Participation in Market

19. NRG is one of the country's largest power generation and retail electricity supply businesses. NRG owns and operates approximately 50,000 megawatts of generating capacity and its retail businesses serve nearly three million customers across more than a dozen states. NRG's retail companies have more than 25 years combined experience with retail energy competition and customer service.

20. NRG's Texas-based retail suppliers are responsible for billing and collections – for commodity, transmission and distribution services – for more than 2 million customers every month.

21. NRG's northeast retail business is headquartered in Philadelphia, Pennsylvania. The Company has four licensed retail companies that are actively serving residential, commercial, industrial and institutional customers across Pennsylvania - NRG Home and NRG Business,³⁹ Green Mountain Energy Company,⁴⁰ Energy Plus Holdings LLC,⁴¹ and Cirro Energy.⁴² These NRG retail companies offer customers a range of products including 100% renewable, cash back rewards and loyalty points.

³⁹ Docket No. A-2010-2192350.

⁴⁰ Docket No. A-2011-2229050.

⁴¹ Docket No. A-2009-2139745.

⁴² Docket No. A-2011-2262337.

22. NRG actively participated in the Commission's electric RMI and pursued the implementation of SCB as part of that process.⁴³ Agreeing with the Commission that SCB helps EGSs establish more robust, familiar relationships with their customers, NRG emphasized that EGSs are the entities best suited to provide retail customers with unique products and services tailored to meet individual customer needs. NRG further explained that the current reliance on UCB denies customers the opportunity to benefit from innovative new tools designed to help them be smarter energy consumers. Also, because the EDC billing systems have been devised to bill only for tariffed utility services, NRG noted that they simply cannot accommodate the plethora of billing needs of multiple EGSs. Updates that would be necessary to accommodate the ever-changing needs of the competitive marketplace would be unwieldy for EDCs and costly to customers.

23. NRG remains committed to Pennsylvania's electric retail market. While the existing model of having the EDCs serve in the default service role will continue to hinder the development of this market, substantial progress can be realized by implementing SCB. Simply affording EGSs the opportunity – that all other suppliers of good and services routinely enjoy – to directly bill their customers for the services they provide (without requiring those customers to receive separate bills for the associated delivery charges) would create a valuable link between EGSs and their customers and establish a solid foundation for long-term relationships.

24. SCB is such an important tool for enhancing EGS services to their consumers that NRG is willing to state that if the Commission moves forward with SCB, as structured herein, NRG will utilize this option to improve its position in the retail market and enhance the services provided to retail electric consumers in Pennsylvania.

⁴³ See, e.g., NRG comments filed on December 10, 2012 at Docket No. I-2011-2237952.

25. As the Commission has recognized, the General Assembly's vision in 1996 for a vibrant and robust retail electric market has not yet been realized. Importantly, the implementation of SCB would take Pennsylvania's market to the next level where customers have the ability to choose from a diverse range of innovative products and services at competitive prices, gain more confidence in the competitive retail electric market and have a more satisfactory shopping experience.

B. Description of Supplier Consolidated Billing and NRG Proposals

26. NRG proposes that SCB be made available throughout Pennsylvania by the second quarter of 2018 through the adoption of a comprehensive plan by the Commission that ensures uniformity in the design and implementation of the mechanism, as well as the consumer protections, rules and protocols that would be followed by all participants.⁴⁴

27. In basic terms, a qualified EGS choosing to provide SCB services would be responsible for billing and collecting from the customer for both the EGS's generation service and the EDC's distribution charges. This model would replicate the normal practice followed by other providers of goods and services that directly bill their customers for those products or services, including any associated delivery charges. For instance, stores that sell light bulbs do not require customers to pay a separate delivery charge to the trucking company that transported the products to the store. Rather, the delivery charges are billed by the store as part of the cost of the light bulbs.

28. Under NRG's proposal, in order to provide SCB, the EGS would be required to purchase the full value of the receivables of the EDC, meaning that it would be a zero discount

⁴⁴ Although NRG proposes that the major jurisdictional EDCs be directed to implement SCB, the Company does not oppose excluding small EDCs, including Citizens Electric Company of Lewisburg, Wellsboro Electric Company and Pike County Light & Power Company, if the Commission deems their exclusion appropriate. *See, e.g., Investigation of Pennsylvania's Retail Electricity Market*, Docket No. I-2011-2237952 (Order entered March 2, 2012).

rate. The payment period proposed by NRG is 30 days.⁴⁵ It is further proposed that the purchase would be without recourse for all charges and, otherwise, on the same terms that the EDC purchases EGS receivables for the existing UCB.⁴⁶ The EGS, in turn, would be responsible for collecting from the customer all the charges owing to the customer.

29. Importantly, NRG also proposes to preserve all existing protections enjoyed by Pennsylvania's retail customers, particularly with respect to the Commission's standards and billing practices for residential service set forth in Chapter 56, with which EGSs serving residential customers are required to comply.⁴⁷ As structured by NRG, the EDC would continue to be responsible for physically terminating service to a non-paying customer, when termination is permitted by the Commission's rules.

30. Under NRG's proposal, the EGS offering SCB would instruct the EDC to institute the physical termination protocols in accordance with Chapter 14 of the Code⁴⁸ and Chapter 56

⁴⁵ NRG's review of EDC supplier tariffs reveals that the payment periods for such purchases vary from 20 to 40 days and sometimes are different for residential and non-residential customers. *See, e.g.,* Duquesne Light Company Pa. P.U.C. No. 3S, Page 30B; PECO Energy Company Pa. P.U.C. No. 1S, Page No. 93; PP&L, Inc., Pa. P.U.C. No. 1S, Rule 12.9.2.2; West Penn Power Company Pa. P.U.C. No. 2S, Page No. 35. NRG's proposed 30-day period, representing a mid-point between existing payment periods, would apply to all purchases, irrespective of the EDC service territory or the type of customer.

⁴⁶ Stated another way, the EDC would bill the EGS directly via EDI for all charges owed for delivery service for each customer and the EGS would be responsible for paying the EDC in full. The EDI 810 transaction can be more fully developed to enable a full detailing of EDC charges. For example, in Texas, the 810 transaction has over 100 SAC codes that enable the utilities to detail charges for all services, allowances and credits to every customer.

⁴⁷ 52 Pa. Code, Ch. 56. *See Request of Reliant Energy Northeast, LLC d/b/a/ Reliant Energy for Approval to Amend its Electric Generation Supplier License as a Retail Electric Power Supplier*, Docket No. A-2010-2192350 (Order entered May 19, 2011). Although the Commission noted that the rules relating to residential service termination are not applicable to EGSs, the Commission has the legal authority to make these rules applicable to EGSs offering SCB by treating them as "public utilities" for limited purposes consistent with Section 2809(e) of the Public Utility Code ("Code"), 66 Pa. C.S. § 2809(e) (relating to standards and billing practices for residential utility services). *See Delmarva Power & Light Co. v. Pa. P.U.C.*, 870 A.2d 901 (Pa. 2005). The Commission may further rely on its general powers under Chapter 5 of the Code. *See PPL Electric Utilities Corporation Retail Markets*, Docket No. M-2009-2104271 (Order entered August 11, 2009).

⁴⁸ 66 Pa. C.S. Ch. 14.

of the Commission's regulations,⁴⁹ and the EDC would execute the termination protocols in compliance with the Commission's rules set forth in Chapter 14 and Chapter 56.⁵⁰

31. NRG is aware that in the past (prior to enactment of Chapter 14), it has been suggested that the only recourse for an EGS offering SCB is to drop a non-paying customer and pursue their own collection activities.⁵¹ Such an approach should not be followed at this time since it would be contrary to the express objectives of Chapter 14 to eliminate "opportunities for customers capable of paying to avoid the timely payment of public utility bills."⁵² While customers may choose on their own to return to default service in an effort to avoid an EGS's collection activities, the establishment of a rule that would automatically return customers to default service, rather than holding them accountable to pay their bills, would encourage the very same irresponsible conduct that Chapter 14 seeks to avoid.

32. As Chapter 14 establishes an equitable means for public utilities to reduce their uncollectible accounts,⁵³ the same tools must be available to EGSs offering SCB. Absent the ability to direct the implementation of termination protocols, an EGS would be unable to manage its bad debt or have any meaningful opportunity to collect unpaid amounts from their non-paying customers. Unlike EDCs, EGSs do not have the ability to collect uncollectible expenses from other customers through base rates. Continuing the same termination protocols that are currently in effect would preserve the protections afforded by Chapter 14 to responsible utility customers.

⁴⁹ 52 Pa. Code Ch. 56.

⁵⁰ To ensure that terminations occur timely, NRG proposes that a failure to terminate the customer would subject the EDC to non-payment of all delivery charges for subsequent service provided to the customer whose service was set for termination.

⁵¹ See *Standards for Electronic Data Transfer and Exchange Between Electric Distribution Companies and Electric Generation Suppliers*, Docket No. M-00960890, F.0015 (Order entered March 2, 2000) (Order sought comments on proposed "EGS Consolidated Billing Practices").

⁵² 66 Pa. C.S. § 1402(2).

⁵³ 66 Pa. C.S. § 1402(3).

33. To further enhance consumer protections, NRG proposes that EGSs offering SCB would be obligated to meet more stringent financial requirements than are currently imposed on EGSs to maintain their licenses and to demonstrate the technical expertise to perform billing and related functions.⁵⁴ A registration process similar to that utilized for conservation service providers would permit the Commission to ensure that these additional standards are met.⁵⁵

34. Under NRG's proposed model, EGSs would not charge EDCs any fees for providing billing services, so long as the existing regime of EDCs providing UCB at no charge to EGSs is maintained.

35. With respect to consumer education, NRG suggests that participating EGSs offering SCB to consumers should bear the responsibility for adequately explaining the billing option during the sales transaction and through disclosure documents. These efforts should be supplemented by explanatory information on www.papowerswitch.com.

36. NRG also proposes that the Commission respond to the policy questions posed by EDEWG in 2010 as set forth in Appendix A attached to this Petition.

37. Finally, NRG proposes that the Commission resolve various operational issues, as follows:

- a. Service Quality. Since under NRG's proposal, EGSs would be assuming responsibility for handling consumer billing inquiries and complaints, and the Commission already applies the standards in Chapter 56 and other applicable provisions⁵⁶ to EGSs, it is expected that EGSs providing SCB would meet those standards. It is further anticipated that EDCs would provide information to the EGSs as necessary to respond to those inquiries and complaints.

⁵⁴ Such standards could include pre-defined financial requirements or posting necessary minimum financial guarantees; a minimum number of years of serving customers in Pennsylvania and other competitive electricity markets; a condition that the EGS has not defaulted on a power supply contract over a certain number of years; documentation of an on-going risk management policy; maintaining a local office in Pennsylvania; experience serving a minimum number of residential electric customers; experience with call center/complaint handling functions; and experience with billing/credit and collections.

⁵⁵ http://www.puc.state.pa.us/utility_industry/electricity/conservation_service_providers_registry.aspx

⁵⁶ See 52 Pa. Code §§ 56.151-56.156; 52 Pa. Code § 111.13.

b. Customer Deposits. EGSs should be permitted to request deposits from customers consistent with the Commission's regulations.⁵⁷

c. Flat EDC Charges. EGSs should be permitted to display EDC charges on the SCB as a single, combined price for all energy consumed during the billing period, and have the option of absorbing any increase in distribution rates instead of passing them on to the customers.

d. Low-Income Programs. All EDCs are required to offer low-income assistance programs, which generally discount the total bill and recover the discount from remaining customers. Under SCB, EDCs should continue to administer low-income programs, calculate each low-income customer's payment (and the resulting subsidy) and provide this information to the EGS via EDI to be included on the customer bill.

e. Enrollment/Drop Block Mechanism. Under SCB, an EGS needs a means of assuring that a customer on a payment arrangement cannot use their ability to switch EGSs to avoid paying all of their charges, including charges for supply and delivery. A tool is needed to permit EGSs to apply a block on a customer's account to prevent a customer from switching to another EGS or the EDC until that customer has paid his or her past due bill in full.

f. Participation by EGSs in EDC-Administered Programs. Upon implementation of SCB, it would be necessary for the Commission to clarify that any EDC-administered programs, such as standard offer programs that currently require EGSs to use UCB in order to participate, should be revised to allow participation when the EGS is using either UCB or SCB.

C. Legal Authority

38. Code Section 501 authorizes the Commission to enforce, execute and carry out, by its regulations, orders or otherwise, all provisions of the Code.⁵⁸ The Competition Act governs the restructuring of the electric utility industry so that customers "have direct access to a competitive market for the generation and sale or purchase of electricity,"⁵⁹ and allows EGSs to serve in the default service role upon Commission approval.⁶⁰ Also, Code Section 2804(3) requires unbundling to separate the charges for generation, transmission and distribution, and

⁵⁷ See 52 Pa. Code §§ 56.31-56.68.

⁵⁸ 66 Pa. C.S. § 501.

⁵⁹ 66 Pa. C.S. § 2802(13).

⁶⁰ 66 Pa. C.S. § 2802(16).

authorizes the unbundling of other services.⁶¹ Particularly since the Commission has authority to permit an EGS to serve in the default service role, which would include consolidated billing, and it is authorized to order further unbundling of services, it may permit an EGS to offer consolidated billing of all charges. Such a result is consistent with Code Section 2807(c), which ensures that customers have flexibility in deciding how they are billed for electric services.⁶²

39. Indeed, in the *End State Tentative Order*, the Commission indicated its belief that a “competitive market with this choice of billing options [supplier consolidated billing, utility consolidated billing and dual billing] fully complies with the Competition Act’s requirement that customers have the right to choose their billing option.”⁶³ Although the Commission later decided to hold off on ordering the immediate implementation of SCB, it did not reject the lawfulness or the notion of SCB but rather referred to “other, more pressing priorities.”⁶⁴ It indicated that it was “still of the opinion that SCB can play a role in the competitive energy environment and the Commission will reconsider SCB at some point in the future.”⁶⁵

40. Other prior Commission directives also indicate that it views the Competition Act as providing a legal foundation for SCB. For example, SCB was a billing option established by several EDC restructuring settlements and approved by the Commission in 1998. Specifically, in exchange for various concessions, including the recovery of stranded costs, these EDCs agreed

⁶¹ 66 Pa. C.S. § 2804(3). The Commission’s authority to order further unbundling of services is unrestricted. By contrast, Section 2203 of the Natural Gas Choice and Competition Act (“Natural Gas Competition Act”), 66 Pa. C.S. § 2203(3), permits further unbundling only through a rulemaking.

⁶² 66 Pa. C.S. § 2807(c). It is noteworthy that while Section 2807(c) of the Competition Act provides that an EDC *may* be responsible for billing customers for all electric services, Section 2205(c) of the Natural Gas Competition Act, 66 Pa. C.S. § 2205(c), provides that a natural gas distribution company *shall* be responsible for billing each of its retail gas customers. This distinction in the language of the two statutes underscores the Commission’s legal authority to permit EGSs to offer SCB.

⁶³ *End State Tentative Order* at 28.

⁶⁴ *End State Final Order* at 68.

⁶⁵ *Id.* at 68.

to implement procedures and protocols allowing for SCB by January 1, 1999.⁶⁶ Notably, no cost recovery associated with SCB was provided for in the settlements; alternatively, any costs were factored into the EDCs' recovery of stranded costs. In fact, rather than identifying any incremental costs, the settlements provided for a further unbundling of the EDCs' retail electric rates for metering, meter reading, and billing and collection services to furnish *credits* to those customers that elect to have their EGSs perform these services.⁶⁷ In approving the settlements without modification, the Commission cited to the various benefits produced by the settlements, including the SCB provisions.⁶⁸

41. Also, in 1998, the Commission explicitly held that EGSs "who provide billing services" are subject to the Chapter 56 budget billing regulations, and must provide budget billing.⁶⁹ Subsequently, some suppliers utilized SCB in Pennsylvania on a limited basis.⁷⁰ In 2011, it was noted by the Commission that two EGSs were implementing SCB through an interim structure established by PPL Electric Utilities Corporation.⁷¹

⁶⁶ As noted earlier, PECO Energy Company's Commission-approved supplier tariff already contains SCB provisions, which are now in need of updating due to the passage of time and to standardize the process throughout Pennsylvania. See Pa. P.U.C. No. 1S, Page Nos. 97-101.

⁶⁷ See, e.g., *Application of PECO Energy Company for Approval of its Restructuring Plan*, Docket No. R-00973953 (Joint Petition for Full Settlement of PECO Energy's Proposed Restructuring Plan filed April 29, 1998, ¶ 22).

⁶⁸ See, e.g., *Application of PECO Energy Company for Approval of its Restructuring Plan*, Docket No. R-00973953 (Order entered May 14, 1998). SCB was referred to as "competitive billing" at that time.

⁶⁹ *Budget Billing Obligations of Electric Generation Suppliers*, M-00960890, F.0011 (Order entered June 18, 1998). See also *Addressing Budget Billing Obligation for Dynamically-Priced Products*, Docket No. M-2009-2082042 (Secretarial Letter dated February 16, 2011).

⁷⁰ See notes from the EDEWG EGS Consolidated Billing Meeting held November 2, 2000 that reflect that one EGS had received approval from the Bureau of Consumer Services and intended to begin utilizing SCB in 2001 available at http://www.puc.state.pa.us/electric/EDI/EGS_Consolidated_Billing/M20001109EGS.doc.

⁷¹ Secretarial Letter issued July 7, 2011 to all Electric Distribution Companies and Electric Generation suppliers, Docket No. M-2009-2082042, footnote 1; See also the October 28, 2010 agenda for the CHARGE Conference Call, available at http://www.puc.pa.gov/electric/pdf/OCMO/CHARGE_Issues102810.pdf. NRG also believes that Duquesne Light Company offered a manual workaround so that an EGS could offer SCB.

42. Additionally, the Commission has previously approved work performed by EDEWG, to implement SCB.⁷² In April 2000, the Commission reviewed EDEWG's Revised Plan Version 2.3 and Appendix A called "EGS Consolidated Billing Practices."⁷³ In reviewing those documents, the Commission noted that while different practices were outlined for EDCs in their respective settlement agreements, its intent was that "the handling of EGS Consolidated Billing will approach uniformity as the competitive market evolves."⁷⁴ Also, in approving the EDEWG plan as modified and clarified, the Commission addressed several policy issues, including the handling of billing disputes and payment posting priority. This process included approval of an EDI 810 ESP Transaction, which was released on November 12, 1999 and revised through additional versions released through January 9, 2002.⁷⁵

43. Accordingly, the legal authority for an order directing the implementation of SCB is clear, and it has been endorsed by the Commission. The "other, more pressing priorities" referenced by the Commission in 2013 in the *End State Final Order* have been fully addressed; yet still nearly two-thirds of retail customers are receiving their electric generation services from the EDCs. Now is the time to move forward with SCB to improve customer access to electric products and services that are tailored to meet their unique needs.

D. Customer Benefits

a. Introduction

44. Enabling the supplier of the competitive product or service to enjoy a direct relationship with the customer is critical in moving toward a robust and fully-functioning

⁷²A file called "EGS Consolidated Billing" is available on the Commission's website at http://www.puc.state.pa.us/utility_industry/electricity/edewg_files_for_downloading.aspx

⁷³ *Standards for Electronic Data Transfer and Exchange Between Electric Distribution Companies and Electric Generation Suppliers*, Docket No. M-00960890, F.0015 (Order entered April 13, 2000).

⁷⁴ *Id.* at 3.

⁷⁵ http://www.puc.pa.gov/electric/EDI/EGS_Consolidated_Billing/IG810ESPv2-0.doc. ESP stands for "Energy Service Provider."

competitive electric retail market. Through the regular communication with the customer that SCB provides, the EGS can build trust with the customer and demonstrate its proficiency at meeting the customer's needs. Simply stated, implementation of SCB in Pennsylvania would be a game-changer, propelling electric retail competition to the next level as envisioned by the General Assembly in 1996 when Pennsylvania emerged as a national leader in promoting the development of the electric retail market. Moreover, adding SCB to the available electric service billing options would support the Commission's goals, as repeatedly stated in the *Electric RMI End State Final Order*, of enhancing product offerings to consumers and encouraging long-term investments by EGSs within Pennsylvania.⁷⁶

45. To illustrate this point, an independent customer satisfaction study performed by JD Power shows that an EGS's ability to have a direct relationship with the customer unequivocally impacts the customer's perceptions of his or her EGS and plays an important role in determining the customer's satisfaction with that EGS and the services it provides. That direct relationship is established through the billing and payment services provided by the EGS. Based on research conducted in competitive electricity markets in Texas and the Northeast (including Pennsylvania), billing and payment services were found to be just as important as price in driving customer satisfaction.⁷⁷

46. When there is no direct relationship between the EGS and customer, the billing and payment experience cannot be measured and price becomes the predominant factor driving customer satisfaction levels. This emphasis on price makes it all the more difficult for EGSs to establish themselves as legitimate, reliable businesses capable of offering customers a value

⁷⁶ *Id.* at 24.

⁷⁷ JD Power 2015 Retail Electric Provider Residential Customer Satisfaction Survey.

proposition beyond price.⁷⁸ While the Commission has recognized the importance of other value-added products and services and innovations in the market, the current reality is that the way the market is structured, price is the key driver of all shopping decisions, and a large portion of the residential customers are not participating in the market. Rather than creating a market where customers seek additional value and consider a variety of factors when considering whether to switch to an EGS, existing policies – including the inability of EGSs to offer SCB – have ensured that customers remain focused on price (and particularly the price charged by EDCs that does not accurately reflect market conditions) to the exclusion of all else.⁷⁹

47. Moreover, the same JD Power study showed that Texas electricity customers – all of whom have a direct relationship with their supplier – provide more positive assessments of their current suppliers versus Pennsylvania consumers for being: friendly, of good reputation, affordable, flexible and customer focused. And, Texas customers rate their suppliers higher than Pennsylvania customers who do not have a direct relationship with their supplier for being environmentally responsible and innovative.

b. New and Innovative Product and Service Offerings

48. It is imperative that EGSs have the opportunity to create and maintain an ongoing relationship with their customers so that they can provide them with unique products and services tailored to meet individual needs.⁸⁰ A chief advantage of SCB is that it permits EGSs to use state of the art billing platforms that can provide sophisticated information about customer energy usage and usage patterns. These platforms can then also be used to bill additional

⁷⁸ Corporate citizenship and communications are secondary drivers of customer satisfaction, while customer service and enrollment/renewal services are tertiary drivers.

⁷⁹ Affording EGSs the opportunity to offer and bill for value-added services would establish a framework that encourages non-shopping customers to consider whether such services provide a stronger motivation than price has in the past to participate in the retail market.

⁸⁰ Besides benefitting customers, the direct relationship created SCB would better position EGSs to retain customers in whom they have invested substantial resources to acquire.

products or services, and to provide a single and more simplified summary bill for such combined services.⁸¹

49. The implementation of SCB would allow customers to benefit from existing and emerging tools that are designed to help them be smarter energy consumers. Such tools enable consumers to better manage their energy consumption and reduce their electric costs. For instance, SCB would permit consumers to enroll in prepaid plans offered by EGSs. Such plans are very similar to how many mobile phone plans are structured and are growing in popularity in Texas where EGSs perform all billing and collection services. With prepaid plans, the customer decides how much they want to spend and the EGS lets the customer know when the balance is running low. These plans are proving very useful to consumers who are focused on managing their energy budget because they allow low-income customers to obtain service without posting a customer deposit.

50. SCB would also enable EGSs to offer flat bill plans that allow the customer to have complete control of their energy bill. Flat bill products offered in Texas permit customers to enjoy budget certainty for both supply and delivery charges – an option that tens of thousands of customers are choosing.

51. Direct access to the customer through the electricity bill is part and parcel of an overall model that further enables EGSs to bring customers a myriad of choices from which to choose – an option that is becoming possible with the full deployment of AMI and smart meters to all Pennsylvania customers. EGSs that are eager to deliver these innovative new products, services and pricing plans to customers are currently stymied due to the inability of EGSs to bill for these products. SCB will ensure that customers in Pennsylvania realize the full value of their

⁸¹ However, consistent with the requirements of UCB, a customer's electric service could not be terminated for non-payment of non-commodity value-added services; rather, the service could be terminated only for non-payment of the electric distribution and generation/transmission portion of the bill.

AMI investment and will provide opportunities for consumers to enroll in competitive demand reduction and energy efficiency programs.

c. More Information for Purchasing Decisions

52. To maximize the benefits of a competitive market, EGSs must have the option of frequent, regular access to the customers making decisions about the products and services they are purchasing. Absent frequent communication with the EGS via customer service, billing, etc., customers do not see or understand the competitive market because it is limited by artificial and unnecessary restrictions. When customers have more information upon which to base their purchasing decisions, the market is more likely to flourish as EGSs have inherent incentives to innovate or differentiate their product offerings. Naturally, consumers benefit from this wider array of choices.

53. Customers choose products and services for any number of reasons: price, renewable energy content, flexibility, brand name, expected service quality, and value-added products and services, to name a few. Only when the provider of the product and service has the opportunity to frequently access the customer to differentiate what they are offering from a competitor's products does the customer have complete information on which to base a decision. With EGSs in the primary billing agency role, not only can they send customers their bills, they can also make customers aware of other beneficial products and services, field customer inquiries about their electricity usage, and offer alternatives that lower customers' overall consumption and costs.

d. EDC Bad Debt Risk Reduced

54. With SCB, EGSs would assume the bad debt risk with which EDCs would otherwise be saddled. As proposed by NRG, EDCs would send the EGSs their charges for

transmission and distribution service, and the EGSs would pay those charges within a Commission-approved time period, regardless whether the end-user or retail customer pays the EGSs. With this design, the EDCs' bad debt risk and operational costs would be reduced because the EDCs are agnostic as to whether the retail customer has paid. While this model can increase bad debt exposure to the EGSs, it is a necessary by-product of true competition. This risk should lie with the entities that are competing with each other, not with the regulated entity that is providing a tariffed service. Additionally, by having EGSs handle a growing number of billing inquiries, efficiencies should be realized that result in lower EDC overhead costs and overall lower rates for customers.

E. Barriers of Existing UCB Model

55. The current UCB model severely limits the innovative products and services and pricing plans that can be offered by EGSs. The EDCs currently provide UCB with purchase of receivables ("POR"), which restricts the receivables eligible for purchase to commodity charges only. UCB provides no option for an EGS to place additional, non-commodity charges on a bill for other value-added services, such as home security or HVAC services, or any number of other value-added services that an EGS may choose to offer.

56. Even for commodity-only products, EGSs are limited as to the kinds of pricing plans they may offer to customers due to limitations on how those commodity charges can be represented on the UCB. For example, prepaid plans that allow customers to pay for their electricity as they go are not possible for EGSs to offer with current UCB. Although the recent filing made by PECO Energy Company ("PECO") to implement a prepaid plan pilot program

explains the usefulness of this product,⁸² PECO should not be permitted to use its monopoly status as the only consolidated billing entity to offer a competitive service that EGSs are precluded from offering.

57. Similarly, flat bill plans that enable the customer to have complete control of their energy bill also face restrictions due to UCB. While some flat bill plans are available in the market, and in fact at least one of NRG's retail affiliates is piloting a flat bill offer in Pennsylvania today, they are not as robust as they could be due to the fact that an EGS can only provide a flat bill for its own charges, and not the customer's entire electric bill.

58. Additionally, because the existing EDC billing systems are designed for tariffed utility services, they simply cannot accommodate the plethora of billing needs of multiple EGSs. It is not economically feasible for the EDCs to continually update their billing systems to accommodate the changing needs of the competitive marketplace.

59. While the EDCs now provide more bill messaging space to the EGSs as a result of the Commission's *Joint Bill Order*, that initiative has fallen short of the Commission's expectations – of allowing EGSs to forge a more familiar relationship with their customers or to develop products and services designed to meet their customers' needs. Notably, even though the EGSs now receive four rather than two lines on the EDC's bill, the Commission strongly encouraged that a portion of that space be used to include contract expiration dates. The Commission also did not require the EDCs to include the EGS logo in color and declined to require the inclusion of EGS information on the billing envelope. Similarly, no EGS information is included in electronic mail notices relating to bills that are set up for automatic payment.

⁸² *PECO Energy Company Pilot Plan for Advance Payments Program*, Docket No. P-2016-2573023, published in Pennsylvania Bulletin on November 12, 2016 for comments by December 15, 2016 and reply comments by January 16, 2017.

60. Further, the messaging that the EGS chooses to include on the UCB must be the same for all customers being billed by that EGS within the EDC's territory. As a result, the EGS has no opportunity to customize a bill message for an individual customer, rendering the expanded bill messaging capability essentially useless for the purpose of communicating directly with individual customers about a specific product that they may be purchasing.

61. Moreover, a review of a sample joint bill reveals that it still appears to be an EDC bill with the EGS information relegated to a few lines, rather than the joint bill envisioned by the Commission when the initiative began.⁸³ While shopping information and EGS information generally are more visible, the EDC name and logo are repeated through the "joint bill." For instance, a review of a sample bill of Metropolitan Edison Company ("Met-Ed")⁸⁴ shows that the Met-Ed logo appears in both the top and bottom left-hand corners of the bill, while the EGS logo appears around the middle of the right side of the bill. Although the EGS name is provided in two other portions of the bill including the "Account Summary" and the "Account Balances," Met-Ed's name appears at least six times on the bill.

62. In short, for the bill to be used as a way of establishing a link between the EGS and the customer and to foster the formation of long-term relationships that lead to enhanced product offerings designed to benefit individual consumers, the EGS needs the ability to directly bill the customer for its charges and, for the convenience of the customer, include the regulated, tariffed charges of the EDC on the bill.

⁸³ A template used in the electric industry is attached to the Order adopted in *Joint Natural Gas Distribution Company – Natural Gas Supplier Bill*, Docket No. M-2015-2474802 (Order entered 20, 2015). Notably, the attachment is not an entire bill but is only an excerpt showing the pages where supplier and shopping information is provided. When viewed in their entirety, existing bills continue to appear to be from the EDC.

⁸⁴https://www.firstenergycorp.com/customer_choice/pennsylvania/met-ed_penelec/understanding_yourbill/met-ed.html (last accessed on December 5, 2016).

F. Background Work Done to Date

63. Given the fundamental importance of SCB to the continued development of a competitive retail market and the lack of any legitimate downsides to its implementation, NRG anticipates that opposition to this Petition will focus on the complexities and potential costs associated with implementing SCB, largely citing to the need for EDI changes.

64. As noted above, however, EDEWG has already done extensive work to implement SCB and has developed many of the needed transactions. Specifically, EDEWG has developed a proposal for a series of EDI changes, which are attached in Appendix B. This work product is sitting on the shelf and can be dusted off to provide a solid foundation for moving forward.

65. Additionally, EDI protocols have been developed in Texas for SCB, which were patterned after similar transactions implemented in the PJM states. Attached as Appendix C is a process flow illustrating how SCB works in Texas – *i.e.* how EGSs obtain the usage information and charges from the EDCs, bill the customers and pay the EDCs. Accompanying the SCB process flow is a list of EDI transactions that are currently in use in Texas. Together, these protocols and processes will provide a solid roadmap for moving forward with SCB in Pennsylvania.

66. During the earlier process in 2010, EDEWG also identified a set of policy questions and asked the Commission to resolve them so that the transactions could be developed in a manner in accordance with the Commission's guidance. As previously noted in Paragraph 36, NRG has set forth those questions and proposed resolutions in Appendix A attached to this Petition. Again, these policy issues, as the Commission has recognized, do not present insurmountable challenges to the implementation of SCB.

67. Notably, when SCB was endorsed in 1998, the EDCs did not identify any incremental costs when agreeing to this concept as part of their restructuring settlements. By contrast, the EDCs agreed to provide for further unbundling of services including billing and to provide credits for those customers that elected to have their EGSs perform those services. Since the EDCs that agreed to implement SCB recovered billions of dollars in stranded costs, customers have arguably already paid any incremental costs, and the Commission should view any cost concerns now raised by commenters as nothing more than attempts to interfere with the further development of Pennsylvania's electric retail market. To the extent that cost recovery is warranted, the Commission can direct the EDCs to address this issue in compliance filings similar to the manner in which other costs for system changes have been handled.⁸⁵

68. In short, NRG suggests that many of the technical and policy issues that have been referred to in the past are red herrings that are designed to discourage the Commission from taking the competitive retail electric market to the next level. Given the extensive amount of work that has been done to permit retail customers to receive their electric generation services from EGSs, the remaining work left to be done to implement SCB pales in comparison. What remains is a commitment to finish what was started in 1998 and take the market closer to the level that was envisioned by the General Assembly twenty years ago.

G. Proposed Commission Actions

69. NRG identifies several Commission actions that would be necessary in order to implement SCB in Pennsylvania and offers a proposed plan for moving forward. Importantly, as explained above in Paragraph 16, NRG believes that all issues that must be decided to move forward with SCB are legal or policy in nature and that no issues of material fact warrant the

⁸⁵ See *EDC Customer Account Number Access Mechanism for EGSs*, Docket No. M-2013-2355751 (Order entered July 17, 2013).

scheduling of evidentiary hearings. While some operational questions also need to be addressed, NRG is confident that those issues can be adequately vetted through written comments and the stakeholder process outlined in this Petition. Also, as noted above in Paragraph 16, cost recovery issues are appropriately handled through the EDCs' compliance filings.⁸⁶

70. At the outset, NRG proposes that the Commission publish this Petition in the *Pennsylvania Bulletin* on December 24, 2016 soliciting comments on the proposals contained herein by January 23, 2017 and reply comments by February 22, 2017.

71. Following a review of the comments and reply comments, NRG proposes that the Commission issue an Order by June 15, 2017, which: (i) announces its goal of enabling EGSs to begin offering SCB to their customers in all EDC service territories in Pennsylvania by the second quarter of 2018; (ii) sets forth policy guidance on the questions previously posed by EDEWG, as proposed by NRG in Appendix A, attached to this Petition; (iii) directs EDEWG⁸⁷ to establish the necessary EDI protocols, including the detailed EDC charges via the 810 transaction needed for an EGS to complete the billing process, by September 30, 2017; and (iv) addresses various operational issues as outlined by NRG in Paragraph 37 of this Petition, including service quality, customer deposits, flat EDC charges, low-income programs, a blocking mechanism and EDC-administered programs.

⁸⁶ While NRG believes that any requests for evidentiary hearings are intended to delay SCB implementation, it respectfully requests that if the Commission determines that they are necessary, that they be scheduled on an expedited basis to preserve the proposed timeframe and that they be narrowed in scope to addressing specific issues of material fact identified by the Commission.

⁸⁷ In the past, the Commission has directed EDEWG to consider proposals for final consideration and action (*PPL Electric Utilities Corporation Retail Markets*, Docket No. M-2009-2104271 (Order entered August 11, 2009, pp 20-21)), and has directed the EDCs to propose EDI capabilities through the EDEWG for Commission review (*See, e.g., Smart Meter Procurement and Installation*, Dockets No. M-2009-2092655, (Order entered July 8, 2011)). Indeed, this process dates back to 1998 when the Commission created EDEWG. *See Standards for Electronic Data Transfer and Exchange Between Electric Distribution Companies and Electric Generation Suppliers*, Docket No. M-00960890, F.0015 (Order entered June 11, 1999).

72. Further, the Order should direct OCMO to initiate a SCB Stakeholder Work Group to: 1) develop model supplier tariff language to describe the SCB option, as well as the process for EGSs to purchase the EDC's distribution accounts receivables; 2) develop a model agreement between EDCs and EGSs governing each entities obligations relating to SCB; 3) review and identify Commission regulations that may be impacted by the implementation of SCB,⁸⁸ and propose revisions, temporary waivers and interim guidelines that may be necessary; 4) make a recommendation on the additional financial security and technical requirements should be imposed on EGSs offering SCB; 6) address consumer education; 7) describe the components of each EDC's compliance filing; and 8) establishes a certification and compliance process for EGSs offering SCB. The SCB Stakeholder Work Group's report⁸⁹ addressing these items should be submitted for the Commission's review and approval no later than September 30, 2017 so that all changes can be completed for implementation of SCB in the first quarter of 2018.

73. NRG proposes that the Commission thereafter issue an Implementation Order by December 31, 2017, which approves or otherwise resolves all issues addressed by the SCB Stakeholder Work Group Report; approves with or without modifications the EDI protocols submitted by EDEWG; and directs the filing of compliance plans by the EDCs by January 31, 2018. Additionally, at that time, the Commission should initiate any proposed rulemakings,

⁸⁸ For instance, possible changes to the regulations would include rules for EDC termination of utility service, the allocation of "pre-termination" activities, such as complaint handling, customer deposits and other "Chapter 56" requirements. This would also include reviewing the current rules regarding information required on the EDC and supplier (dual) bill to determine its applicability in the SCB context. New rules may be needed to address how non-commodity products and services are to be included on an EGS SCB with an appropriate "payment priority scheme" to deal with partial payments. One approach would be to promulgate a single regulation dealing with the allocation of Chapter 56 responsibilities, and amendments to the provisions dealing with information on the customer's bill, payment priority and inclusion of non-commodity items on the bill. An efficient vehicle for pursuing these changes may be the recent Chapter 56 rulemaking initiated by the Commission, at Docket No. L-2015-2508421 (Proposed Rulemaking Order entered July 21, 2016).

⁸⁹ In the event that the SCB Stakeholder Work Group is unable to reach consensus, this report would be submitted by OCMO, containing its recommendations along with a discussion of the different parties' views.

grant any waivers of existing regulations and issue any interim guidelines that have been found to be necessary.

74. NRG also proposes that the Commission approve the EDCs' compliance filings by March 31, 2018.

75. Finally, NRG proposes full implementation of SCB during the second quarter of 2018.

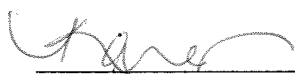
III. CONCLUSION

Based upon the foregoing, NRG Energy, Inc. respectfully requests that the Commission grant this Petition for Implementation of Supplier Consolidated Billing and set in motion the proposed plan described in this Petition so that customers of electric generation suppliers may have the option of receiving a single bill from their EGSs that contains both their competitive supply charges and their tariffed delivery charges by the second quarter of 2018.

Respectfully submitted,

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December 8, 2016



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APPENDIX A

NRG's Proposed Resolutions to the Policy Questions Raised by EDEWG's September 2010 Report

NRG's proposed resolutions to the questions raised by EDEWG in its September 30, 2010 report are as follows:

1. Should accounts with past-due EDC balances qualify for SCB? If so, do the unpaid EDC charges follow the customer (are then billed by the supplier via SCB)?

Response: Customer accounts with past-due EDC balances are eligible for SCB. Any unpaid charges follow the customer and will be billed by the EGS via SCB. Existing utility deposits associated with an SCB EGS will be transferred to the EGS to defray past due balances.

2. Should EGSs be allowed to pursue termination (physical cessation of service without the consent of the customer) for unpaid charges?

Response: In order to manage their bad debt expense, EGSs that offer SCB may instruct the EDC to implement disconnection procedures consistent with the PUC's regulations contained in Chapter 56 and to terminate customers for non-payment. Upon notification from the EGS, EDCs will have 5 days to complete the disconnection.

3. What happens if the supplier has not received usage information from the EDC in time for billing? Can the supplier estimate the usage, including the EDC charges?

Response: EDCs are subject to the same requirements currently imposed on EGSs to provide usage data. If an EDC does not provide usage data in time for billing, an EGS may estimate a customer's bill using the same bill estimation procedures that the EDCs currently use. The EGS will base its estimates of EDC charges on past charges provided by the EDC.

4. What is the payment obligation of the EDC and EGS to each other? Current tariffs have a "make-the-other-party-whole" requirement. Is there a discount?

Response: EGSs offering SCB are required to purchase the receivables of the EDCs within 30 days of receipt of those charges at no discount.

5. How should utility hardship fund donations be handled? Currently, many utilities allow a customer to add a dollar(s) to their payment for their hardship fund. What is the obligation of the supplier to accommodate this? What if the customer fails to pay the additional dollar (it will still be "billed"...so does this impact the "make-whole" requirement)?

Response: EGSs providing SCB may support hardship fund donations by allowing customers to add a dollar or more to their payment for the hardship fund. Customers who choose not to contribute will cause no donation to the fund, and vice versa. Donations to the hardship fund will not be treated as a "billed" charge but rather processed like an overpayment.

6. What are the obligations of the supplier to provide PTC information on the bill?

Response: Until EGSs replace the EDC as the default service provider, EGSs that provide SCB are required to provide price to compare information on the consolidated bill, as well as a bill message informing customers of the frequency of the default service price changes.

7. What happens if the customer submits payment to the EDC instead of the supplier?

Response: In the unlikely event that a customer on SCB submits payment to the EDC instead of the EGS, the EDC will be required to immediately forward that payment to the EGS.

8. How will SCB impact customer eligibility for LIHEAP assistance (to receive LIHEAP grants, a company has to be a “vendor” certified by DPW; suppliers have not been considered “certifiable” by DPW). Will SCB impact CAP (Customer Assistance Program) and other assistance programs offered by the EDC?

Response: SCB will not impact customer eligibility for LIHEAP assistance. EDCs can continue receiving the grants and pass them through the EDI transaction for inclusion on the bill. This requires a line item in the 810 transaction for LIHEAP credits. SCB will also not impact customer assistance programs offered by the EDCs since subsidies can likewise be passed through the EDI transaction for inclusion on the bill. This requires a line item in the 810 transaction for customer assistance programs.

9. How will combined gas/electric accounts be handled?

Response: For combined electric and gas utilities that have combined gas/electric accounts, summary billing must be modified to allow for the electricity charges to be separated and forwarded to the EGS providing SCB.

10. What notices (if any) should a customer get of billing changes (going from EDC to SCB or reverse, etc.). If they are to get notices, who is obligated to provide them?

Response: EGSs that offer SCB must notify their customers that they will begin to receive a consolidated bill from the EGS and that all payments must be made directly to the EGS.

11. EDCs have some accounts that always require manual intervention to bill properly (often large, complex accounts). EDCs claim that they cannot send EDI for these accounts. EGSs want access to these accounts. Is there a non-EDI option?

Response: An EDI solution can be developed. When similar situations existed in Texas as the transition to SCB occurred, the stakeholders resolved them so that all billing is managed through EDI. NRG will offer its own Texas billing and EDI experts to share experiences and offer solutions to any challenge identified by EDCs during stakeholder discussions.

12. Regulatory inserts (bill inserts required by regulation, etc.): What are these? Who is responsible for printing them? Can they be provided to customers electronically? Are there size/weight limitations? What about non-regulatory inserts? For example, are “hardship fund” solicitations “regulatory?”

Response: EGSs that provide SCB will assume responsibility for including all bill inserts required by regulation in the same manner currently provided by the EDCs. The EDCs will provide electronic copies of the required inserts to the EGSs for inclusion with the SCB bill. EGSs are permitted to print and mail the inserts or send them to customers electronically to those customers who have elected electronic billing.

13. Disputes: how will billing disputes be addressed, and by whom? What are the obligations of the EDC and the EGS?

Response: EGSs that provide SCB will be responsible for handling all customer disputes related to commodity charges and will take all calls for any bill disputes. EGSs will follow the Commission’s existing dispute regulations found in Chapter 56. The EDC will be obligated to provide the EGS with requisite information to resolve billing disputes for utility charges.

14. Payment Agreements: payment agreements are sometimes required by regulation (such as to pay off a “make-up” bill). These are reflected on the EDC bill. Will this be the case with SCB? What if customer is on a payment agreement at the time they sign-up for SCB?

Response: EGSs that provide SCB are required to offer payment plans to customers who become delinquent. Customers on a payment plan with the EDC at the time of the switch to an EGS will be required to pay the EDC in full before switching to SCB with the EGS.

15. Billing agreements: what type of “billing agreements” will be needed to govern the EDC/EGS billing relationship? Use EDC tariffs?

Response: EDC supplier coordination tariffs and all rate tariffs must be revised to stipulate the Purchase of Receivables (POR) payment terms/agreement between an EGS and the EDC for SCB to ensure transparency to EGSs and customers.

APPENDIX B

**Series of Proposed EDI Transactions Developed by EDEWG to
Implement Supplier Consolidated Billing**



FINAL REPORT OF THE
SUPPLIER / EGS
CONSOLIDATED BILLING [SCB]
EDEWG SUB-TEAM

Opening Statement

The 2010 Electronic Data Exchange Working Group [EDEWG] Supplier Consolidated Billing [SCB] Working Group [WG] was convened following requests by Electric Generation Suppliers [EGS] to begin using SCB. The SCB WG is an effort to finalize business practices and technical standards to support SCB. SCB complements the existing 'Utility Consolidated Billing' [UCB] that is in production today throughout Pennsylvania, enabling an EGS to present a bill to a Customer with both EGS and Electric Distribution Company [EDC] charges.

The group's chair is EDEWG EGS Co-Chair George Behr (ESG). There was one in-person meeting, and 8 teleconferences that took place between April and August 2010. The meetings were attended by four EDC's, several EGS's, several service providers, members of the Public Utility Commission [PUC] staff, and members of the Office of Consumer Advocate [OCA]. A list of organizations that were represented at one or more of the meetings is below.

Most of the content in this document reflects business practices rather than technical standards (e.g. EDI). While primarily a technical standards body, EDEWG is often engaged to advance business practice issues. Issues where required consensus is not reached are raised to PUC business practice groups such as Committee Handling Activities for Retail Growth in Electricity [CHARGE].

Summary of Results

The group was able to reach consensus on a number of business practices originally outlined in the 2000 effort. These are defined in Appendix C, which will also serve as the insert into the Electronic Data Exchange Standards Revised Plan once approved. Appendix C should be treated as a draft working document, and the WG expects that Appendix C will change based on the results of the CHARGE review. Once business practices are finalized, a technical WG effort is required to update existing technical standards to sufficiently handle the new business practices.

The group was unable to reach consensus on a number of issues which are outlined in Appendix C of this document.

EDEWG SCB Sub-team Members

George Behr, ESG, EDEWG Co-Chair (EGS), Facilitator
Brandon Siegel, Ista, EDEWG Secretary
Annunciata Marino, EDEWG PUC Lead Analyst

OCA/OSBA

T McCloskey, OCA
C Hoover, OCA

EDC's

Tom Graham, Allegheny Power
Randy Trite, FirstEnergy
Joe Bisti, PECO
John McCawley, PECO
Sue Scheetz, PPL EU
Bruce Bolbat, PPL EU
Al Cannon, PPL EU

EGS's & Service Providers

MJ Ryan, Blue Star Energy
Phil McCauley, Blue Star Energy
Elie Pena, Direct Energy
George Behr, ESG
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Attendance

- 4/1: EDC{PECO, DLC, FE}; EGS{Blue Star, Exelon, WGES, Direct; ESG, PPLSolutions}
- 4/12: EDC {FE, AP, PPL, PECO}; EGS/SP {ESG, Direct, Exelon, UGIES, Ista, Blue Star}; PUC
- 4/23: EDC {PPLEU, PECO, FE}; EGS/SP {ESG, Direct, Exelon, UGIES, Ista, BlueStar, PPLSolutions }
- 5/10: EDC {PPLEU, PECO, FE}; EGS/SP {ESG, Direct, Exelon, UGIES, Ista, BlueStar, PPLSolutions }
- 6/11: EDC {PPLEU, PECO, FE, AP}; EGS/SP {ESG, Direct, Exelon, BlueStar}; PUC; OCA
- 7/15, 11a: EDC {PPLEU, PECO, FE, AP}; EGS/SP {ESG, Exelon, UGIES, PPLSolutions, BlueStar, Direct}; PUC, OCA
- 7/22, 11a: EDC {PECO, FE, PPLEU}; EGS/SP {ESG, Blue Star, Direct, Exelon}; PUC
- 7/29, 2p: EDC{AP, PECO, FE, PPLEU}; EGS/SP {ESG, Dominion, Direct, Blue Star, UGI ES};
- 8/17, 10a: EDC{AP, FE, PPL}; EGS/SP {ESG, Blue Star, Direct, Exelon}; PUC

SUMMARY OF NON-CONSENSUS ISSUES

Non-Consensus Section	Key Issues
C.3.3.01.04: Enrollments: Past-Due Disputed Charges, Not eligible for SCB	<p>No supplier consensus on whether accounts with past-due disputed charges should be accepted or rejected?</p> <p>If not eligible for SCB should the EDC accept the enrollment as a Dual bill customer?</p> <p>Some parties are concerned that switching to Dual due to an EDC Payment Arrangement may be confusing.</p> <p>If not properly vetted, this process could cause customer confusion as the customer bounces back and forth between Dual Billing and SCB.</p>
C.3.3.01.05: Customer Deposits	<p>PPL Customers could have a credit on first SCB bill due to deposit/applied; charge would identify 'remaining credit'.</p> <p>EGS's appeared to be OK w/ this exception. What happens when this credit is bigger than the EDC's charges for that period? This 'negative invoice' from the EDC acts as a credit to the Customer for the EGS's portion of the bill. Can the EDC's limit credit amounts to be smaller or equal to their charges for that period (i.e. positive or 0 invoices only)?</p>
C.3.3.01.08	<p>EGS Request to Disconnect.</p> <p>Some EGS's want to be able to disconnect Customers. Inability to do this opens the marketplace to gaming by Customers.</p>
C.3.3.01.0911	<p>Outstanding Balance Recourse for EGS</p> <p>Original language stated:</p> <p><i>"The EGS may drop the Customer and pursue their own collection action. Outstanding balances cannot be transferred from the EGS to the EDC upon a change in bill option or customer switch."</i></p> <p>Do EDC charges follow the Customer? If Customer does not pay SCB bill and switches to another EGS, do outstanding EDC charges under the first EGS then get sent to second EGS?</p> <p>Does POR change this?</p>
<p>C.3.3.02.02: EGS Bill Window</p> <p>In SCB the 'Bill Window' is controlled by the EGS. In a scenario where Usage comes in from the EDC, the opening and closing of the Bill Window is clear. The opening and closing of this window, and when an EGS can produce their statement is not as clear.</p>	<p>The EGS has not received Monthly Usage/867 from the EDC in 50 days.</p> <p>Should/can the EGS estimate the usage? The EDC's charges?</p> <p>The EGS has received the Monthly Usage/867 but no EDC Invoice/810</p> <p>The EGS can open and close the 'bill window' and sends the statement to the customer without EDC charges.</p> <p>Should an Application Advice/824 be sent to the EDC? Before/after window closes?</p>
<p>C.3.3.02.04: Net-Meter/Subtractive/Negative Usage Accounts.</p> <p>Net-metered accounts are accounts that have generation and sell energy back into the grid. They could have negative usage during a period.</p>	<p>When a customer has a subtractive/negative usage amount, who pays the Customer</p> <p>Some EDC Monthly Usage/867's don't show subtractive/negative KWH: the EGS sees 0.</p> <p>Subtractive/negative usage accounts have not been fully vetted through current practices.</p>

Non-Consensus Section	Key Issues
C.3.3.03.02 Late Payment Charges to Customer	<p>POR is not consensus</p> <p>Current tariffs have a make-the-other-party-whole requirement.</p> <p>Can EDC's include late payment charges on EDC UCB bills on their Invoice/810's for SCB?</p> <p>If so, would they be included in POR? Some EGS's prefer they not be included.</p> <p>Can EDC's include late payment charges due to Supplier arrears on prior Invoice/810's?</p> <p>If the EGS does not remit payment to the EDC by the due date as specified per EDEWG standard or EDC Supplier Tariff - Late Payment Charges can be sent to the EGS as part of the next 810. These LPC's can be coded as a Business to Business charge (if provided for in the standard) or Non-Basic charge.</p> <p>In UCB there is no ability for the EGS to charge an EDC a late fee if they pay late.</p>
C.3.3.03.03: MEAF MEAF is an optional charge that a Customer can choose to not pay and not risk disconnect.	<p>What if Customer chooses not to pay the MEAF charge</p> <p>For example, \$100 in EDC charges, \$99 basic charges, \$1 MEAF; they pay \$99. The EGS purchases receivables for the basic charges (\$99) and pays the EDC. EDC is paid in full. If the MEAF \$1 comes in that gets paid to the EDC.</p> <p>FirstEnergy cannot accommodate an EGS payment of partial funds (e.g. customer didn't pay \$1 MEAF contribution)</p> <p>FE current design is to be "made whole" or be "reimbursed for allocated payments".</p> <p>Do unpaid MEAF charges get paid by future payments? Customer paid \$99 this month, and pays their \$99 basic charges next month. Does EGS apply part of that \$99 to the \$1 MEAF receivable from last month?</p> <p>Some EDC's have last-in payment posting order for MEAF: If not paid 2 months, kicked off monthly program</p> <p>How does a one-time MEAF payment (e.g. \$25 once) this get allocated to MEAF? The Customer makes a one-time MEAF contribution: sends \$25 more than their bill.</p>
C.3.3.03.04 Handling 810 prior to 867	<p>What recourse does EGS have when EDC does not send a timely Monthly Usage/867?</p> <p>What happens when the Invoice/810 arrives but the Monthly Usage/867 is delayed or never arrives? Should Invoice due date be in Monthly Usage/867 to link invoice due dates to valid usage? If EDC puts due date on the Invoice/810 but the Monthly Usage/867 is delayed or never arrives, the EDC has put the EGS in the position of paying the EDC either without usage to bill the Customer, or in an abbreviated collection period.</p> <p>The WG agreed on the practice of the EGS cancelling the EDC Invoice/810 after some period of time but did not decide that period of time.</p> <ul style="list-style-type: none"> - Some EDC's send interval data 2 days after the Invoice/810 - 4 days was suggested
C.3.3.03.06 Price to Compare	<p>How does EGS show "Price To Compare"?</p> <p>Other workgroups are addressing how an EGS shows accurate PTC information. Will these working groups address SCB? Will the EDC include PTC as a bill message within the Invoice/810?</p>
C.3.3.03.07 Customer pays EDC rather than EGS	<p>What happens when Customer pays EDC rather than EGS</p> <p>Though WG agreed that the customer should not pay the EDC, it is likely to happen. This needs to be more fully vetted as to what the procedure should be to handle a payment when it is received.</p>
C.3.3.03.08 Business to Business Charges	<p>Can the EDC charge the EGS outside of charges for a specific Customer (e.g. late fee on EGS-owed balance to EDC)</p> <p>Certain charges should be defined as being for the customer bill or business to business. An example of a business to business charge would be Late Payment Charges assessed against the EGS if payment is received after the payment due date. The Texas model is an example of how this area could be managed.</p> <p>Will these charges be included in POR?</p>

Non-Consensus Section	Key Issues
C.3.3.05: "Basic" v. "Non-basic" Charges	<p>Regulatory programs such as alternative energy portfolio have not been vetted through the current practices</p> <p>There was no expertise in this area to vet these policies.</p> <p>POR settlements may affect existing practices</p> <p>Information on new POR settlements will need to be vetted.</p> <p>"Basic" may include charges not detailed in Administrative Code</p> <p>Code details what charges are basic. EDC's indicate that there may be charges that are 'basic' that are not a part of the Code list. No specific examples are available at this time.</p>
C.3.3.05.05: LIHEAP/Customer Assistance Program [CAP]	<p>Can LIHEAP and CAP Customers shop? In some territories not others? If a shopping Customer becomes LIHEAP, are they dropped from EGS?</p> <p>PPL, PECO and FirstEnergy LIHEAP and CAP/OnTrack/PCAP Customers can shop. Most CAP customers do not shop due to the great rate they get from the EDC.</p> <ul style="list-style-type: none"> - PPL OnTrack Customers must be on UCB. - As of 2011, PECO CAP Customers cannot shop. <p>One suggestion was to have the EDC send a separate charge/credit line with an appropriate code for each grant (e.g. LIHEAP, PHA, etc).</p> <ul style="list-style-type: none"> - PPL cannot send individual charge or credit lines for LIHEAP. This information is treated as a payment.
C.3.3.05.09: Temperature	<p>Current bill print/statement rules require temperature on the bill. EDC's do not intend to share weather information electronically (e.g. Invoice/810, Monthly Usage/867) with EGS's for SCB. What temperature/weather sources are acceptable for the EGS to use for the bill?</p>
C.3.3.05.11: Summary Bill on Multi-Commodity	<p>An account could be on summary billing for both electric and gas, and PECO cannot remove summary billing from an account for only one of two service types as summary billing is at the account level. Blue Star suggested moving the gas to a separate account, but this would be new for both PECO and its customers.</p> <ul style="list-style-type: none"> - EDC may remove an account from summary billing if it went to EGS Consolidated?
C.3.3.05.12: Notification of new Billing Party	<p>Will the EGS be required to notify the Customer from where the next statement/bill will come when there is a change of billing party?</p> <p>Is there sufficient data to enable this when switching away from SCB?</p> <ul style="list-style-type: none"> • Switch to UCB? Then LDC is the next billing party • Switch to Dual? Then Customer will get 2 statements next • Switch to another EGS? Not a change of billing party but a Drop/Switch. Incumbent EGS gets a drop transaction, not a change billing method transaction.
C.3.3.05.13: Manual Billed Accounts	<p>Some EDC's have accounts that require manual intervention to bill properly, including both ad hoc manual bills on Residential Customers, and complex large account. EDC's claim they cannot send EDI for these accounts, and that there would be a delay between the Monthly Usage/867 and the Invoice/810. EGS's want access to these customers.</p> <p>How does an EGS get access to a 'manual bill' account.</p> <p>Some utilities only support 'dual bill' on manual accounts</p> <p>Is non-EDI an option (e.g. usage and EDC charges sent via email)? If so, will proper controls be in place if non-EDI?</p> <p>EDC's report there is more SOX-oriented auditing on those accounts.</p>

Non-Consensus Section	Key Issues
<p>C.3.3.05.16, .19, .21: Regulatory Inserts</p> <p>EDC's today produce and send regulatory and non-regulatory Inserts to UCB/Dual customers. Consensus that EGS's would also send regulatory inserts in SCB, as well as consensus that the EDC should provide electronic PDF of their insert to the EGS.</p>	<p>"Regulatory" needs to be clearly defined.</p> <p>Utilities produce inserts that are border-line regulatory, and/or a single insert may contain both regulatory and non-regulatory topics.</p> <p>Is an insert "Regulatory" if dictated by rules from Chapter 54, 56, EDC tariff, supplier agreements, etc.?"</p> <p>Are inserts such as MEAF signups considered regulatory?</p> <p>Producing hard-copy inserts can be expensive, and may already be producing hard-copy for SCB customers.</p> <p>Sending hard-copy to the EGS can be expensive and may have handling/delivery/postal delays. Some practices were suggested to minimize risk in these areas.</p> <p>EGS EGS's expressed desire to request the number of hard-copy inserts sent from the EDC.</p> <p>For example, an EGS with 100,000 SCB customers may only want 10,000 hard-copies, or if producing themselves may want 0</p> <p>EDC's have their inserts approved by the PUC. Does an EGS producing their own inserts need PUC approval?</p> <p>EGS's in WG said they would be producing exact copy of the EDC insert.</p> <p>EGS's want to send regulatory inserts electronically.</p> <p>Assuming a customer on e-bill gets e-inserts, can an EGS also send an e-insert to a customer receiving a paper bill?</p> <p>EDC's were concerned that they would need to send separate mailings to SCB customers for non-regulatory inserts.</p> <p>EGS's assumed they would.</p> <p>EGS's will not send inserts for services not provided.</p> <p>In multi-commodity (Electric, Gas) areas, the electric EGS sends for electric service, and EDC sends for gas service.</p> <p>The EDC's hard-copy insert may not fit in the EGS's envelope, or may through weight over postal thresholds.</p> <p>For hard-copy, the EGS must work with the size/weight of insert produced by EDC, and cannot request custom sizes/weights.</p> <p>Does EGS have practices in place to minimize errors/missing inserts?</p> <p>EDC's have established processes to make sure inserts go out reliably. EGS's will need to develop those processes.</p> <p>Weight of Regulatory Inserts.</p> <p>Regulatory Inserts must be provided by the EGS regardless of insert's impact on weight of the mailing. Note that an EGS can produce copies of their own</p>

Non-Consensus Section	Key Issues
<p>C.3.3.06: Payments/POR</p>	<p>.01: Will EGS use same POR discount, if any, as EDC?</p> <p>The WG did not attempt to decide "make the other party whole", POR, or POR discount issues, expecting other parties such as CHARGE to resolve these issues.</p> <p>PECO: "Any payment terms for EGS consolidated billing should reflect each EDC's approved EGS Coordination Tariff, for cases where the tariff addresses this issue. PECO cannot agree to anything other than what is reflected in its current tariff."</p> <p>.09: Will EGS be required to report actual payment history to EDC for POR calculation purposes (e.g. 568)</p> <p>Depending on the size and number of SCB customers, POR calculations done by the EDC may be skewed.</p> <p>.08: Customer may pay EDC instead of EGS</p> <p>EDC's have 'pay stations' where customers can pay in person.</p> <p>Most UCB options in other markets/states do not allow payments to the Non-Billing Party.</p> <p>Customers may still be paying EDC charges (e.g. final bill) after they start receiving SCB/EGS charges. When the Customer sends payment to the EDC for EGS charges, the payment creates an excess payment on the EDC account, and does not apply to what the EGS owes the EDC.</p> <p>If made at EDC payment station, most likely Customer will pay entire bill (EDC and EGS portions) to EDC</p> <p>POR Settlement Agreement language appears to not allow an EGS to have some residential Customers on UCB and others on Dual or SCB.</p> <p>This would prevent SCB and/or Dual billing of residential customers and impacts one of the payment arrangement scenarios. Does this conflict with Payment Arrangement scenarios where a Customer may be switched to Dual (i.e. they cannot be switched to Dual if EGS has other SCB Customers)?</p>
<p>C.3.3.07.03: Disputes</p>	<p>All EDC's are researching tariffs with respect to Disputes</p> <p>This includes 2000 document statement: "PP&L is not required to provide the information prior to end of the 10-day window."</p> <p>How does EGS hold charges and notify the EDC of these charges?</p> <p>EGS systems need to be capable of 'disputing' charges.</p> <p>A Uniform Electronic Transaction (Application Advice/824) was suggested to notify EDC of dispute charges. Should this mirror what EDC's are doing today to notify EGS's of disputed EGS charges in a UCB scenario?</p> <p>Draft language: "The EDC will provide all information needed by the EGS relating to the Customer's dispute and must do so within five (5) business days of the EGS's request. If the EDC requires a visit to a Customer location to collect data, the EDC shall have a maximum of ten (10) days to transmit the information. Under this rule, if the EDC collects the needed information prior to the ninth day, they will be required to provide the information collected to the EGS within one (1) business day of receiving this information rather than by the end of the 10-day window. PP&L is not required to provide the information prior to end of the 10-day window."</p>

Non-Consensus Section	Key Issues
<p>C.3.3.09: Payment Arrangement</p> <p>Payment Arrangements [PA] are required in Code and in tariffs, and the Billing Party, either EDC or EGS, will need to follow these. The WG agreed that a switch for a Customer in an existing EDC PA should be rejected, and that PA's will be handled by the Billing Party who created the PA.</p>	<p>Examples:</p> <ol style="list-style-type: none"> Customer has EDC PA and switches to SCB: <ul style="list-style-type: none"> Rejected by EDC Customer has EGS PA and switches to UCB: <ul style="list-style-type: none"> EGS bills Jan through Oct EGS creates PA for Aug through Oct. Customer switches to UCB or Dual for Nov billing cycle. Customer receives EDC UCB/Dual bill Nov, and an EGS bill for the PA Customer gets EDC PA on last bill, after switch to SCB: <ul style="list-style-type: none"> EDC bills Jan through Oct. Customer switches to SCB for Nov billing cycle. EDC creates PA for Oct billing period (after switch has occurred) Customer changed to Dual bill Customer receives EGS bill for Nov and an EDC bill for Nov and for the PA Customer gets EGS PA on last bill, after switch to UCB: <ul style="list-style-type: none"> EGS bills Jan through Oct. Customer switches to UCB or Dual for Nov billing cycle. EGS creates PA for Oct billing period (after switch has occurred) Customer receives an EDC UCB/Dual bill for Nov and EGS bill for PA Customer is late paying last EDC bill: <ul style="list-style-type: none"> EDC bills Jan through Oct Customer switches to SCB for Nov billing cycle Customer's final EDC bill becomes past due Customer changed to Dual bill Customer receives EGS bill for Nov and an EDC bill for Nov and for any past due EDC charges
<p>EGS Billing Agreement</p>	<p>Should an EGS have a 'billing agreement' in place with the EDC containing these business rules?</p> <p>Will additions to the EDC supplier agreement be sufficient? Or use EDC tariffs, or both? Will the EDC handle EGS consolidated billing in the tariff as they do today, or will the EGS put a billing agreement in place? Would the EDC sign?</p> <p>Use of NAESB standard.</p> <p>NAESB has a standard "Book 6 Billing Services Agreement for Consolidated Billing" that could serve as a guideline and "check list" by the EGS and EDC to ensure that pertinent policy issues are addressed in any EGS consolidated billing agreement documentation (either SCT, contract, etc.) that would be established by the EGS and EDC.</p>

Non-Consensus Section	Key Issues
<p>EGS Late Payment to EDC, EGS Default</p>	<p>EGS defaults: How does EDC recover unpaid charges?</p> <p>Most SCB markets have EGS bond-posting requirements for this scenario.</p> <p>EGS late paying EDC invoices (breach of payment):</p> <p>EDC tariffs differ on what happens next; business practices may need to be tailored to EDC-specific tariffs.</p> <p>A suggestion was made to add practice language that states the "breach of payment scenario is outlined in each EDC's supplier tariff".</p> <p>PECO Example:</p> <ul style="list-style-type: none"> - EDC charges not paid in 20 or 25 period then 20 day cure period begins - After 20 day cure period, PECO can change bill option back to DUAL immediately (for next end read period). - Customer may be surprised with 2 bills without some sort of notification <p>Some markets allow an EDC 'late fee' charged to the EGS</p> <ul style="list-style-type: none"> - PUC has an interest rate policy for late charges - How does this affect 'switch to DUAL'? If it does not affect, then no need to add late charges <p>Example:</p> <ul style="list-style-type: none"> - EGS late paying EDC invoice - EDC sends late payment Invoice/810 to EGS on day 21 or day 26

APPENDIX C: EGS CONSOLIDATED BILLING STANDARDS

C.1 – EXECUTIVE SUMMARY

This document details business practices and technical standards necessary for the handling of Electric Generation Supplier (EGS) Consolidated Billing – hereinafter referred to as 'Supplier Consolidated Billing' [SCB] – in the Commonwealth of Pennsylvania. This document does not address third-party billing (billing by neither EDC nor EGS of Record).

A1.1 – Version Notes

ID	Version	Date	Issue/Resolution
01	1.0	??	First release.

C.2 – INTRODUCTION

This document details business practices and technical standards necessary for the handling of SCB in the Commonwealth of Pennsylvania. This document does not address third-party billing.

Though different practices have been outlined for EDCs due to their respective settlement agreements, the intent of the Commission and this document is uniformity where possible.

Many practices used for Utility Consolidated Billing [UCB] – where the Utility provides the statement to the Customer – apply to SCB as well.

History

When the market opened in 1999, some EDCs agreed to offer SCB in their restructuring settlement agreements. SCB is not a requirement of a PA EDC in the competition act.

On July 19, 1999, an initial plenary meeting was held at PECO Energy headquarters in Philadelphia. All stakeholders of record in Pennsylvania Electric Choice were notified about this meeting and invited to participate. The "EGS Consolidated Billing Working Group" was formed, with a PUC facilitator.

The original 1999 working group met regularly via telephone conference calls and worked toward the development and resolution of the issues relating to SCB. Many SCB transaction set conventions were incorporated into the existing Electronic Data Exchange Standards Revised Plan and into existing transaction implementation guidelines. The lack of EGS participation in the program at the time caused this effort to stall.

In 2009 several EGS's requested SCB. In March, 2010, the EDEWG SCB Sub-team met to update and modernize the original document to support current policy and guidelines for implementing SCB, especially to capture changes that have been adopted in Pennsylvania under a POR rate-ready scenario.

EDEWG SCB Sub-team Members

George Behr, EDEWG Co-Chair (EGS), Facilitator
Brandon Siegel, EDEWG Secretary
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C.3 – STANDARDS

This table details principles, definitions, and practices decided through the EDEWG subteam.

C.3.1 Principles

ID	Principle
C.3.1.01	Each entity is responsible for billing activity including outstanding balances for service periods when the entity was the Billing Party.
C.3.1.02	The EGS must complete testing of SCB-specific testing scenarios before using SCB.
C.3.1.03	Unless explicitly stated, practices apply to both residential and non-residential Customers.

C.3.2 Definitions

Related Existing EDES Definitions:

- **Billing Party.** This term is used in this document where either EGS or EDC could be acting as the Billing Party. Otherwise the Billing Party in SCB is identified as the EGS.
- **Bill-Ready**
- **Consolidated Billing**
- **Customer**
- **Dual Billing**
- **EDC**
- **EGS**
- **Non-Billing Party.** This term is used in this document where either EGS or EDC could be acting as the Non-Billing Party. Otherwise the Non-Billing Party in SCB is identified as the EDC.
- **Purchase of Receivables [POR]**

ID	Definition
C.3.2.01	Basic Services. [Annex A Title 52, Chapter 54.2] Services necessary for the physical delivery of electricity service, including generation, transmission and distribution. Transition charges, although temporary in scope, are basic service charges;
C.3.2.02	Budget Bill. Refers to Regulation 66.12(7): "Equal monthly billing. A gas, electric and steam heating utility shall provide its residential ratepayers with an optional billing procedure which averages estimated utility service costs over a 10-month, 11-month or 12-month period to eliminate, to the extent possible, seasonal fluctuations in utility bills. The utility shall review accounts at least three times during the optional billing period."
C.3.2.03	Consolidated Billing. All Customer billing by either the EDC or an EGS, if available, in accordance with the current Commission-approved EDC Supplier Coordination Tariff provisions specified for Payment and Billing.
C.3.2.04	EDC Consolidated Billing. See Utility Consolidated Billing [UCB]
C.3.2.05	EGS Consolidated Billing. See Supplier Consolidated Billing [SCB]
C.3.2.06	Non-Basic Services. [Annex A Title 52, Chapter 54.2] Optional recurring services, which are distinctly, separate and clearly not required for the physical delivery of electric service.
C.3.2.07	Residential service. Utility service supplied to a dwelling, including service provided to a commercial establishment if concurrent service is provided to a residential dwelling attached thereto. Utility service provided to a hotel or motel is not considered residential service. (52 Pa Code Chapter 56.2 Definitions)

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DRAFT Appendix to the EDEWG EDES Revised Plan DRAFT*

C.3.2.08	Small business customer. The term refers to a person, sole proprietorship, partnership, corporation, association or other business entity that receives electric service under a small commercial, small industrial or small business rate classification, and whose maximum registered peak load was less than 25 kW within the last 12 months. (52 Pa Code Chapter 54.2 Definitions)
C.3.2.09	Supplier Consolidated Billing [SCB]. See EGS Consolidated Billing by an EGS.
C.3.2.10	Utility Consolidated Billing [UCB]. See EDC Consolidated Billing by an EDC.

C.3.3 Practices

ID	Practice
C.3.3.01 SCB Account Management (Enroll, Change, etc)	
C.3.3.01.01	SCB Initiated by Enrollment/814 or Change/814. The EGS sends an Enrollment/814 for a new Customer, or a Change/814 for an existing Customer, to switch to SCB. The EDC sends an Enrollment/814 or Change/814 response to confirm the switch.
C.3.3.01.02	If a billing method Change/814 is received before the blackout window, the Change/814 triggers a Final Bill for the current billing method at the next Cycle Read (Month 1), and the SCB billing method becomes effective for the following Cycle Read (Month 2). <ul style="list-style-type: none"> a. Customer's current period started 3/1 and next meter read is 3/31 b. 3/2 EGS sends Change/814 to change bill type to SCB c. 3/3 EDC responds with new SCB billing method effective date of 3/31 d. 3/31 EDC sends Monthly Usage/867 (and if UCB Rate-Ready also Invoice/810) for bill period 3/1 – 3/31 on old billing method (UCB, Dual) e. 5/1 EDC sends Monthly Usage/867 and Invoice/810 for bill period 3/31 – 5/1, now on SCB
C.3.3.01.03	EDC Rejects if not tested. If an EGS has not tested for SCB, the EDC rejects the billing option change request.
C.3.3.01.04 [OPEN]	EDC Arrears / Payment Arrangements. If the Customer has outstanding EDC charges in arrears, including disputed charges, or is on a payment arrangement contract, the EDC will reject the SCB Enrollment/814 or the Change/814 to SCB. If a Customer's EDC charges go into arrears or a payment arrangement contract is created on EDC charges after the Customer is on SCB, the EDC changes the Customer to Dual bill via the Change/814 transaction effective on the current bill period.
C.3.3.01.05 [OPEN]	Customer Security Deposits in SCB are between the Customer and the EGS and in accordance with Chapter 56. Paid deposits will not be passed between the EDC and EGS. When the billing option changes from SCB to Dual or UCB, the EGS will apply or refund deposits. If the Customer returns to UCB, the EDC will obtain a new deposit if warranted and allowed.
C.3.3.01.06	Customer Billing Address Changes. The EGS forwards to the EDC via Change/814 transaction all billing and mailing address changes when the EGS address change becomes effective.
C.3.3.01.07	Termination of Electric Service For Move/Close. The Customer must contact the EDC to discontinue electric service at a location. The EDC will send the Drop/814 and a Monthly Usage/867 and Invoice/810 with the final indicator.
C.3.3.01.08 [OPEN]	Termination of Electric Service for Non-Pay. The EDC is the only party permitted to terminate a Customer's electric service, and the EGS may not request termination for non-payment. Following the period where the Customer can reconnect, the EDC will send the Drop/814 with a "Service Terminated", and a Monthly Usage/867 and Invoice/810 with the final indicator.
C.3.3.01.09 [OPEN]	Outstanding Balance Recourse for EGS
C.3.3.01.10	Moves. The process for an SCB Customer that moves from their service location is the same as in other EDEWG billing methods.
C.3.3.02 SCB Monthly Usage	
C.3.3.02.01	Bill Window. The Bill Window Open timestamp is when the EGS receives the Monthly Usage/867. The EGS may close the Bill Window on the 3 rd Business Day after the Bill Window Open timestamp.
C.3.3.02.02 [OPEN]	EGS Opens Bill Window When Usage Not Received. When no usage is received by the EGS, the EGS may open the Bill Window on the 4 th Business Day after the Scheduled Read Date for the Account.
C.3.3.02.03	Missed Bill Window. The EGS sends an Application Advice/824 to notify the EDC that EDC charges were not included on the Customer's bill if EDC charges were not received inside the Bill Window.
C.3.3.02.04 [OPEN]	Subtractive/Negative usage accounts (e.g. Net-metered / Renewable Service).
C.3.3.03 SCB EDC Invoice & Charges	
C.3.3.03.01	Bill-Ready Charges. The EDC sends their charges in Bill-Ready format.
C.3.3.03.02 [OPEN]	Late Payment Charges. The EGS handles all late payment charges. The EDC does not bill for late payment charges for SCB bill periods.
C.3.3.03.03 [OPEN]	Matching Energy Assistance Funds (MEAF).
C.3.3.03.04 [OPEN]	EGS Must Handle Receiving 810 Prior to 867. An EGS must be able to receive an EDC Invoice/810 prior to the Monthly Usage/867. If a valid Monthly Usage/867 does not come with X days, the EGS may cancel the EDC's Invoice/810.

ID	Practice
C.3.3.03.05	EDC Monthly Usage/867 + Invoice/810 Closes Bill Window. The EGS may close the Bill Window when both the Invoice/810 and Monthly Usage/867 are received from the EDC.
C.3.3.03.06 [OPEN]	Price to Compare.
C.3.3.03.07 [OPEN]	EDC Charges owed by EGS to EDC. The EDC charges sent via the Invoice/810 are charges owed by the EGS to the EDC. A Customer <i>should not pay</i> the EDC for these EDC charges.
C.3.3.03.08 [OPEN]	Business to Business Charges.
C.3.3.04 SCB Cancel / Rebill	
C.3.3.04.01	EDC Cancels Usage. The EDC cancels usage per existing standards. The EDC can send a Monthly Usage/867 cancel, and the rebill (new Monthly Usage/867 and Invoice/810) at any time. The EGS may issue a new bill when the EDC rebills, or the EGS may hold the rebilled EDC charges until the next Read Cycle. The due date of an EDC Invoice/810 does not change if the EGS chooses to hold the rebilled EDC charges until the next read cycle.
C.3.3.04.02	Billing Party Auto-Cancels EDC Invoice/810 on Monthly Usage/867 Cancel. When an EDC cancels usage, the EGS will automatically cancel the EDC's associated Invoice/810, and the EDC will not send an Invoice/810 Cancel.
C.3.3.04.03	Multi-month Restatements That Span Multiple Billing Parties. When an EDC cancels multiple months of usage, the EGS of record for each service period will rebill for that service period. If the canceled months span multiple Billing Parties, the Customer will receive bills from each different EGS.
C.3.3.04.04	Non-Usage Adjustments. An EDC can adjust non-usage charges either via an adjustment on the next Invoice/810, or by canceling the Monthly Usage/867.
C.3.3.05 SCB Statement Printing	
C.3.3.05.01	Bill Formats for Residential and Small Business. The PUC mandates bill format requirements for Residential and Small Business Customers. Statements to other Customers (large, industrial) may not require many of the practices noted in this section.
C.3.3.05.02	Statement Requirements for Residential and Small Business Customers. The EGS presents charges on a Small Commercial and Residential Customer statement per requirements in <i>Chapter 54.4 Bill Format for Residential and Small Business Customers</i> (e.g. Generation Charges (Basic), Transmission Charges (Basic), Distribution Charges (Basic), Customer Charge (Basic), Advanced Metering Charges (Basic), Transition Charges (Basic), Taxes (Basic), Late Payment Charges (Basic), Security Deposit (Basic), Reconnection Fee (Basic), Non-Basic Service Charges). Refer to Chapter 54.4 for a detailed list.
C.3.3.05.03	Basic versus Non-Basic Identification. The EDC sends charges codes that identify the type of charge, consistent with approved EDEWG charge codes. The categorization of which charge codes are Basic versus Non-Basic is done outside of the Invoice/810 transaction.
C.3.3.05.04	Bundling Charges. The EGS will not bundle EDC Basic Service charges.
C.3.3.05.05 [OPEN]	Grants (e.g. LIHEAP).
C.3.3.05.06 [OPEN]	Regulatory Programs (e.g. alternative energy portfolio).
C.3.3.05.07	Bar Charts for Residential Statements. Per 69.251, the EGS must print bar charts on Residential statements. The EGS is responsible for obtaining and storing this information, including use of the Historical Monthly Usage/867 transaction and EDC websites. An EGS is not required to forward historical usage to another EGS if the Customer switches.
C.3.3.05.08	Next Scheduled Read Date. The EGS must refer to the Utility's meter reading schedule.
C.3.3.05.09 [OPEN]	Average Temperature for Residential Statements.
C.3.3.05.10	Number of Charge Lines. The EGS must provide the amount of lines necessary to support the regulated EDC tariff charge details. The EGS will place charges on the statement per PUC rules and per the details provided on the EDC Invoice/810, including categories provided in Invoice/810 SAC04.
C.3.3.05.11 [OPEN]	Summary billing is between the EGS and the Customer. The EDC is not required to move Customers to a different reading date to facilitate summary billing for the EGS. The EDC charges for a specific account must be shown grouped with that Account Information.
C.3.3.05.12 [OPEN]	Final Bill from LDC. The LDC notifies the Customer via a message on the bill/statement when that bill is the final bill they will receive from the LDC, and includes what party will be sending future bills/statements.
C.3.3.05.13 [OPEN]	Manual Bill Accounts.
C.3.3.05.14	Zero (\$0) EDC Charges. The EGS prints a charge line stating \$0 if the EDC sends a charge in the Invoice/810 for zero dollars.
C.3.3.05.15	The EGS sends PUC regulatory bill inserts to the Customer, per PUC regulations including content, frequency and format requirements.

ID	Practice
C.3.3.05.16 [OPEN]	LDC Provision of Hardcopy Inserts.
C.3.3.05.17	The EDC provides PDF copy to the EGS electronically so the EGS receives 3- to 5- business days prior to targeted distribution window.
C.3.3.05.18	Non-regulatory EDC inserts can be arranged for on a case-by-case basis with the EGS.
C.3.3.05.19 [OPEN]	Weight of Inserts.
C.3.3.05.20	The EGS is responsible for maintaining a list of required regulatory messages.
C.3.3.05.21 [OPEN]	The EGS is responsible for presenting regulatory bill messages on statements, including messages originating with the EDC via the Invoice/810. The EGS does not apply any filters to EDC regulatory messages.
C.3.3.05.22	The EGS contacts the EDC for regulatory messages that require EDC information that are not provided.
C.3.3.05.23	The EDC sends regulatory messages via the Invoice/810 transaction.
C.3.3.06 SCB Payments to EDC	
C.3.3.06.01 [OPEN]	EGS Purchases EDC Receivables.
C.3.3.06.02	Payment Via Banking Method in EDC Tariff. The EGS pays the EDC by sending money through the banking system using the method of payment approved in the EDC's tariff.
C.3.3.06.03	Remittance Details Via Direct Remittance Details/820. The EGS provides remittance details to the EDC by sending a Remittance Details/820 directly to the EDC.
C.3.3.06.04	The EGS completes payment to the EDC per EDC Supplier tariffs. Completed payment includes receipt of both (a) payment/funds from the EGS bank [C.3.3.06.03], and (b) the Remittance Details/820 from the EGS [C.3.3.06.04].
C.3.3.06.05	Failure to pay on time for non-disputed charges is handled according to language specified in EDC Supplier Tariffs.
C.3.3.06.06	Collections & Arrears. The Billing Party is responsible for collection efforts for their arrears. The Billing Party is responsible for adhering to Chapter 56, including section 56.14.
C.3.3.06.07 [OPEN]	Payment centers, pay in person: Customers should only pay the Billing Party.
C.3.3.06.08 [OPEN]	Actual Payment History.
C.3.3.06.09	Overpayment by EGS to EDC. When an EGS overpays the EDC creating a credit balance, the EDC will reflect this overpayment as a credit on the next Invoice/810 from the EDC.
C.3.3.07 SCB Disputes & Complaints	
C.3.3.07.01	The Billing Party is responsible to process billing disputes directly with the Customer. The Billing Party should process all complaints in accordance with the Public Utility Code and the Commission regulations (62 Pa. Code 56.1 et. Seq.)
C.3.3.07.02	The EGS will notify the EDC of disputes relating to EDC charges. The EGS will coordinate with the EDC so that a proper investigation to a Customer dispute is conducted and completed within the time period prescribed by 62 Pa. Code 56.151(5).
C.3.3.07.03 [OPEN]	Dispute Information.
C.3.3.07.04	The EGS and EDC will communicate Dispute Information in writing (e.g. e-mail) outside of EDI. The EGS will preserve the record of the dispute, and is responsible to keep the Customer and the EDC informed of results
C.3.3.07.05	Residential Complaints. The EGS will process all informal complaints in accordance with the Public Utility Code and the Commission regulations. The EGS, as the entity responsible for the consolidated bill, must coordinate with the EDC so that the proper information is submitted to the Commission's Bureau of Consumer Services within the time period required by the Commission. Any violation letter sent by the Commission shall be addressed to the billing entity at the time of the alleged violation. All violations committed by the EGS as determined by the Commission, and the handling of the informal complaint, are the responsibility of the EGS.
C.3.3.07.06	Customer contacts the EDC. While the EDC may answer informal questions from Customer related to their charges, the EDC should direct Customers to contact the EGS with any formal disputes or complaints.
C.3.3.08 SCB Budget Billing	
C.3.3.08.01	True-Up on Billing Party Change. On a Final Bill due to a Billing Party change (UCB to SCB or SCB to UCB), the Billing Party will true-up any Budget Bill balances.
C.3.3.08.02	Customer contacts Billing Party. The Billing Party should be contacted by the Customer to request a Budget Bill. If an SCB Customer contacts the EDC regarding Budget Billing, the EDC will advise the Customer to contact the Billing Party.
C.3.3.08.03	Billing Party pays actual charges. The EGS pays the EDC on their actual invoice charges, not on calculated budget amounts.

ID	Practice
C.3.3.08.04	The Billing Party calculates the budget amount for both party charges.
C.3.3.09	SCB Payment Arrangements
C.3.3.09.01	Payment Arrangements are created and managed by the current Billing Party.
C.3.3.09.02	Customers with an existing EDC Payment Arrangement or past-due charges cannot be switched or changed to SCB, and the EDC rejects both switches to SCB and billing method changes from Dual or UCB to SCB.
C.3.3.10	Miscellaneous
C.3.3.10.03	Bankruptcy. The process for an SCB Customer that files for bankruptcy is the same as in other EDEWG billing methods.

C.4 – MODELS

[To be completed by the Technical WG]

C.5 – RELATED STANDARDS

[To be completed by the Technical WG]

C.6 – TECHNICAL OVERVIEW

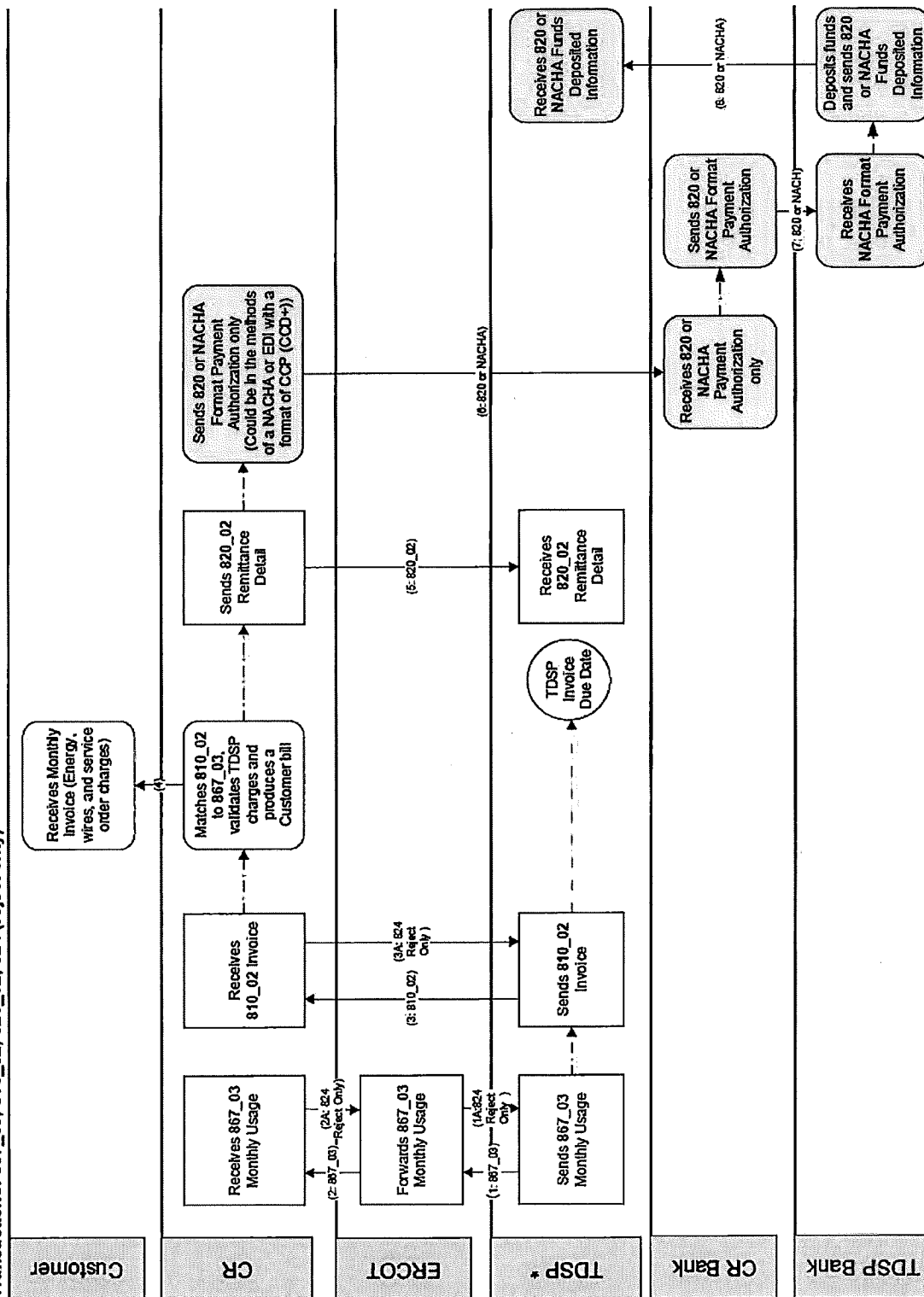
Once business practices are finalized, a Technical WG needs to review existing standards to see if they sufficiently handle the new business practices.

APPENDIX C

Illustration of Process Flow in Texas and List of EDI Transactions Currently in Use in Texas

Billing

Customer



CR = Competitive Retailer; TDSP = Transmission and Distribution Service Provider

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Code	Description 810_02	Market Description	Implementation Date If blank Date implied to be current TX SET version	Change Control Number If blank It is implied to be current TX SET version
ADJ006	Franchise Fee Adjustment	Franchise Fee Adjustment		
ADJ007	Franchise Surcharge Debit	Franchise Surcharge Debit		
ADJ008	Franchise Surcharge Credit	Franchise Surcharge Credit		
BAS001	Customer Charge	Basic Customer Charge		
BAS003	Metering Charge	Delivery Point Charge		
CRE020	Meter Owner Credit			
CRE027	Utility Service Quality - System Performance Credit			
CRE028	Utility Service Quality - Circuit Performance Credit			
CRE029	Utility Service Quality - Connect Service Performance Credit			
CRE030	Utility Service Quality - Other Credit	Utility Service Quality - Connect Service Performance Credit Used to communicate TDSP Service Quality Credit for non-specific credit allowances SAC 15 (Description) required when using this code.		
CRE031	Utility Service Quality - Other Credit	Used to communicate TDSP Service Quality Credit for non-specific credit allowances SAC 15 (Description) required when using this code.		
DIS001	Distribution System Charge	Distribution Charge		
DIS004	Transport Charge (XFMR)	Charge for transporting energy		
DMD001	Demand Charge	Used to transmit budge or levelized amounts to the MC TDSP for inclusion on the consolidated bill		
DSC001	Transition Charge-Off Allowance	Used only when IT 109 = B2B Discount for Charge-Off Allowance for TC		
DSC002	Transition Charge-Off Allowance (COA2)	Used only when IT 109 = B2B Discount for Charge-Off Allowance for TC2		
DSC003	Transition Charge-Off Allowance (COA3)	Used only when IT 109 = B2B Discount for Charge-Off Allowance for TC3		
DSC004	Transition Charge-Off Allowance (COA4)	Used only when IT 109 = B2B Discount for Charge-Off Allowance for TC4		
DSC005	State College and University Discount			

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DSC006	Transition Charge-Off Allowance (COA5)	Used only when IT109 = B2B Discount for Charge-Off Allowance for TC5	2/21/2011	CC2010-750
DSC007	Transition Charge-Off Allowance (COA6)	Used only when IT109 = B2B Discount for Charge-Off Allowance for TC6	2/21/2011	CC2010-750
DSC008	Transition Charge-Off Allowance (COA7)	Used only when IT109 = B2B Discount for Charge-Off Allowance for TC7	2/21/2011	CC2010-750
DSC009	Transition Charge-Off Allowance (COA8)	Used only when IT109 = B2B Discount for Charge-Off Allowance for TC8	2/21/2011	CC2010-750
DSC010	Transition Charge-Off Allowance (COA9)	Used only when IT109 = B2B Discount for Charge-Off Allowance for TC9	2/21/2011	CC2010-750
FAC001	Additional Facilities	Equipment and Service Charge		
FFR001	Non Metered Service	Non Metered Service		
FUE001	Fuel Adjustment	Fuel Adjustment		
INT001	Interest charged to the CR by the TDSP for disputed invoices.	Interest on Sale Used only when IT109 = B2B		
INT003	Interest paid by the TDSP to the CR on improperly invoiced charges	ITC Adjustment Interest Used only when IT 109 = B2B		
LAA001	Billed for Work performed Labor/Material	Billing for Work Done		
LPC001	Late Payment Charge	Late Payment Charge Use only when IT109 = B2B		
MSC007	Property Damage	Property Damage		
MSC010	Select Read Cycle Monthly Fee	Select Read Cycle Monthly Fee		
MSC022	Competition Transition Charge (CTC)	Competition Transition Charge		
MSC023	Competition Transition Charge (CTC2)	Competition Transition Charge 2		
MSC024	System Benefit Fund (SBF)	Public Purpose Program		
MSC025	Nuclear Decommissioning (NDF)	Nuclear Decommissioning		
MSC029	Transition Charge	Charge applies to the recovery of the securitized portion of stranded regulatory assets and stranded costs		
MSC030	Returned Instrument			
MSC031	Non-Standard Communication			
MSC032	Copying			
MSC033	Special Metering & Non-Standard Metering			
MSC034	Special Products/Services			

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MSC035	Special Billing Service			
MSC036	Transition Charge (TC2)	Charge applies to the recovery of securitized regulatory assets and stranded costs		
MSC037	Transition Charge (TC3)	Charge applies to the recovery of securitized regulatory assets and stranded costs		
MSC038	Transition Charge (TC4)	Charge applies to the recovery of securitized regulatory assets and stranded costs		
MSC039	Advanced Metering Cost Recovery Factor			
MSC040	Underground Facilities Surcharge			
MSC041	Energy Efficiency Cost Recovery Factor (EECRF)		2/21/2011	CC2008-726
MSC042	Distribution Cost Recovery Factor		2/21/2011	CC2010-750
MSC043	Transition Charge (TC5)	Charge applies to the recovery of securitized regulatory assets and stranded costs	2/21/2011	CC2010-750
MSC044	Transition Charge (TC6)	Charge applies to the recovery of securitized regulatory assets and stranded costs	2/21/2011	CC2010-750
MSC045	Transition Charge (TC7)	Charge applies to the recovery of securitized regulatory assets and stranded costs	2/21/2011	CC2010-750
MSC046	Transition Charge (TC8)	Charge applies to the recovery of securitized regulatory assets and stranded costs	2/21/2011	CC2010-750
MSC047	Transition Charge (TC9)	Charge applies to the recovery of securitized regulatory assets and stranded costs	2/21/2011	CC2010-750
MSC048	Competition Transition Charge (CTC3)	Charge applies to the recovery of securitized regulatory assets and stranded costs	2/21/2011	CC2010-750
MSC049	Rate Case Expenses Surcharge	Competition Transition Charge 3	2/21/2011	CC2010-750
MSC050	Intelligent Grid Cost Recovery		2/21/2011	CC2010-750
MSC051	Vegetation Management		2/21/2011	CC2010-750
MSC052	System Hardening Tracking		2/21/2011	CC2010-750
MSC053	Deferred Tax Accounting Tracker		2/21/2011	CC2010-750
MSC054	RATE CASE EXPENSE SURCHARGE 2		2/21/2011	CC2010-750
MSC055	Surcharge Energy Efficiency	Compliance with PUCT Docket 42359	1/1/2012 effective	CC2011-791
MSC056	Deferred Cost Recovery Charge		09/01/2014 effective	CC2014-803
ODL002	Street Lighting - Point of Delivery		09/19/2016 effective	CC2016-804
ODL003	Street Lighting - Facilities			

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ODL004	Street Lighting			
ODL005	Outdoor Lighting - Facilities			
ODL006	Outdoor Lighting - Asset Recovery			
ODL007	Outdoor Lighting - (Guard Light) Extra Span			
OPT001	Non-Standard Metering Monthly Fee	Compliance with PUCT Substantive Rule 25.133	10/16/2013	CC2013-801
PCR001	Power Cost Recovery Factor Reconciliation	In support of PUCT Docket 41474	10/16/2013	CC2013-802
RRR001	Excess Mitigation Credit	State / Intrastate		
RRR006	Rate Reduction Credit	Regulatory Commission Mandated Refund		
RRR008	Merger Savings Credit			
SER001	Service Charge (TDSP Specific Discretionary)	Used to communicate TDSP Service Quality Credit for non-specific credit allowances SAC 15 (Description) required when using this code.		
SER009	Account Initiation			
SER010	Special Meter Read			
SER011	Out of Cycle Meter Reading - Regular Hours			
SER012	Out of Cycle Meter Reading - Outside Regular Hours - Non-Holiday			
SER013	Out of Cycle Meter Reading - Outside Regular Hours - Holiday			
SER014	Connection Charge - Self Contained Meter			
SER015	Connection Charge - Other Connections -Labor			
SER016	Connection Charge - Other Connections -			
SER017	Connection Charge - Other Connections-			
SER018	Connection Charge - Other Connections -Other			
SER019	Service Connection			
SER020	Retail Customer Requested Clearance - Labor			
SER021	Retail Customer Requested Clearance -			
SER022	Retail Customer Requested Clearance -			
SER023	Retail Customer Requested Clearance - Other			
SER024	Disconnect at Meter			
SER025	Disconnect Visit Charge			
SER026	Disconnect at Pole, Weatherhead or Secondary			
SER027	Priority Disconnect			
SER028	Reconnect			

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Code	Description 810_02	Market Description	Implementation Date <i>If blank Date implied to be current TX SET version</i>	Change Control Number <i>If blank It is implied to be current TX SET version</i>
SER029	Priority Reconnect			
SER030	Reconnect at Meter Regular Hours - Regular			
SER031	Reconnect at Meter Regular Hours - Special			
SER032	Reconnect at Meter Outside Regular Hours -			
SER033	Reconnect at Meter Outside Regular Hours -			
SER034	Reconnect at Pole, Weatherhead or Secondary Box - Regular Hours			
SER035	Reconnect at Pole, Weatherhead or Secondary Box - Outside Regular Hours - Non-Holiday			
SER036	Reconnect at Pole, Weatherhead or Secondary Box - Outside Regular Hours - Holiday			
SER037	Delivery System Facilities Installation - Labor			
SER038	Delivery System Facilities Installation -			
SER039	Delivery System Facilities Installation - Material			
SER040	Delivery System Facilities Installation - Other			
SER041	Additional Service Design - Labor			
SER042	Additional Service Design - Transportation			
SER043	Additional Service Design - Material			
SER044	Additional Service Design - Other			
SER045	Temporary Facilities A (add description in gray			
SER046	Temporary Facilities B (add description in gray			
SER047	Temporary Facilities C (add description in gray			
SER048	Temporary Facilities D - Labor (add description in gray box)			
SER049	Temporary Facilities D - Transportation (add description in gray box)			
SER050	Temporary Facilities D - Material (add description in gray box)			
SER051	Temporary Facilities D - Other (add description in gray box)			
SER052	Underground Bypass Cable			
SER053	Temporary Service			

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Code	Description 810_02	Market Description	Implementation Date If blank Date implied to be current TX SET version	Change Control Number If blank It is implied to be current TX SET version
SER054	Facilities Relocation / Removal - Labor			
SER055	Facilities Relocation / Removal - Transportation			
SER056	Facilities Relocation / Removal - Material			
SER057	Facilities Relocation / Removal - Other			
SER058	Meter Test			
SER059	Meter Test - Single Phase Self Contained			
SER060	Meter Test - Three Phase Self Contained			
SER061	Meter Test - Single Phase Instrument Rated			
SER062	Meter Test - Three Phase Instrument Rated			
SER063	Meter Test - Instrument Rated			
SER064	PCB Inquiry			
SER065	PCB Inquiry and Lab Testing - Labor			
SER066	PCB Inquiry and Lab Testing -Transportation			
SER067	PCB Inquiry and Lab Testing - Material			
SER068	PCB Inquiry and Lab Testing -Other			
SER069	PCB Inquiry - Additional Transformer			
SER070	Service Call			
SER071	Service Call After Hours			
SER072	Tampering			
SER073	Off-Site Meter Reading (OMR) Equipment Installation - Regular Hours			
SER074	Off-Site Meter Reading (OMR) Equipment Installation - Outside Regular Hours - Non-			
SER075	Off-Site Meter Reading (OMR) Equipment Installation - Outside Regular Hours - Holiday			
SER076	Automated Meter Reading Equipment Installation - Single Phase Self Contained			
SER077	Automated Meter Reading Equipment Installation - Three Phase Self Contained			
SER078	Automated Meter Reading Equipment Installation - Single Phase Instrument Rated			
SER079	Automated Meter Reading Equipment Installation - Three Phase Instrument Rated			
SER080	Automated Meter Reading - Cycle Meter Read			

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Code	Description 810_02	Market Description	Implementation Date If blank Date implied to be current TX SET version	Change Control Number If blank It is implied to be current TX SET version
SER081	Automated Meter Reading - Specific Date Meter Read (Monthly)			
SER082	Advanced Metering Interval Load Data Equipment Installation -Labor			
SER083	Advanced Metering Interval Load Data Equipment Installation - Transportation			
SER084	Advanced Metering Interval Load Data Equipment Installation - Material			
SER085	Advanced Metering Interval Load Data Equipment Installation - Other			
SER086	Advanced Metering Interval Load Data Equipment Maintenance (Monthly)			
SER087	Electrical Pulse Equipment Installation			
SER088	Electrical Pulse Equipment Replacement			
SER089	Electrical Pulse Equipment Replacement Pulse			
SER090	Electrical Pulse Equipment Replacement Isolation Relay & Pulse Initiator			
SER091	Electrical Pulse Equipment Replacement			
SER092	Electrical Pulse Equipment Maintenance			
SER093	Dual Socket Meter Adapter			
SER094	Power Factor Correction Equipment Installation -			
SER095	Power Factor Correction Equipment Installation -			
SER096	Power Factor Correction Equipment Installation - Transportation			
SER097	Power Factor Correction Equipment Installation -			
SER098	Non-Standard Service Equipment			
SER099	Retail Delivery Switchover			
SER100	Retail Delivery Service Switchover Self			
SER101	Retail Delivery Service Switchover Self Contained Base Adder			
SER102	Retail Delivery Service Switchover Instrument			

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Code	Description 810_02	Market Description	Implementation Date If blank Date implied to be current TX SET version	Change Control Number If blank It is implied to be current TX SET version
SER103	Retail Delivery Service Switchover Instrument Rated Base Adder			
SER104	Retail Delivery Service Switchover Instrument Rated Facilities Recovery			
SER105	Miscellaneous Discretionary			
SER106	Miscellaneous Discretionary - Labor			
SER107	Miscellaneous Discretionary - Material			
SER108	Miscellaneous Discretionary - Transportation			
SER109	Miscellaneous Discretionary - Other			
SER110	Transmission Facilities Relocation Study			
SER111	Transmission Facilities Relocation Study - Labor			
SER112	Transmission Facilities Relocation Study -			
SER113	Transmission Facilities Relocation Study -			
SER114	Transmission Facilities Relocation Study - Other			
SER115	Transmission Facilities Relocation			
SER116	Transmission Facilities Relocation - Labor			
SER117	Transmission Facilities Relocation - Material			
SER118	Transmission Facilities Relocation -			
SER119	Transmission Facilities Relocation - Other			
SER120	Power Factor Correction Facilities Installation (Transmission)			
SER121	Power Factor Correction Facilities Installation (Transmission) - Labor			
SER122	Power Factor Correction Facilities Installation (Transmission) - Transportation			
SER123	Power Factor Correction Facilities Installation (Transmission) - Other			
SER124	Miscellaneous Transmission Discretionary			
SER125	Miscellaneous Transmission Discretionary -			
SER126	Miscellaneous Transmission Discretionary -			
SER127	Miscellaneous Transmission Discretionary -			
SER128	Transportation			

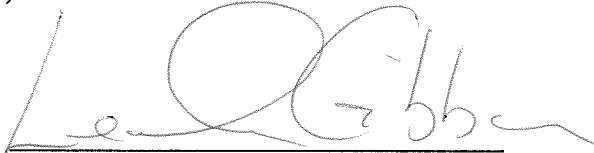
T810_02: TDSP to CR Invoice
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Code	Description 810_02	Market Description	Implementation Date <i>If blank Date implied to be current TX SET version</i>	Change Control Number <i>If blank It is implied to be current TX SET version</i>
SER129	Miscellaneous Transmission Discretionary -			
SER130	Broken Meter Seal			
SER131	Service Conductor Temp Removal			
SER132	Dispatch Order			
SER133	Denial of Access to Meter			
SER134	Underground Location			
SER135	Meter Change			
SER136	Extraordinary Maintenance Activity			
SER137	Set Time Appointment			
SER138	Non-TDSP Owned Meter Installation			
SER139	Inadvertent Gain Charge		9/1/2011	CC20011-786
SER140	Meter Investigation Charge		9/1/2011	CC20011-786
TRN001	Transmission Service Charge	Transmission Charge		
		Firm Point-to-Point Transmission Service Charge for long-term/short-term firm point-to-point transmission service.		
TRN002	Transmission Cost Recovery Factor			

VERIFICATION

I, Leah Gibbons, hereby state that: (1) I am Director of Regulatory Affairs for NRG Energy, Inc.; (2) I am authorized to verify the facts in this Petition on behalf of NRG Energy, Inc.; and, (3) the facts set forth in this Petition are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Date: December 8, 2016

A handwritten signature in black ink, appearing to read 'Leah Gibbons', written over a horizontal line.

Leah Gibbons
Director, Regulatory Affairs
NRG Energy, Inc.